



BUREAU OF BUSINESS
& ECONOMIC RESEARCH

A close-up photograph of a cardboard box. The box is light brown and has the text 'EACH OF US DEFINES ALL OF US.' printed in a bold, sans-serif font. The word 'DEFINES' is highlighted with a red and white striped pattern. The word 'ALL' is highlighted with a red and white polka-dot pattern. The text is arranged in three lines: 'EACH OF US', 'DEFINES', and 'ALL OF US.'

EACH OF US
DEFINES
ALL OF US.

New Mexico Survey of Housing Stability Services

Prepared for the Office of the Governor Michelle Lujan Grisham

June 2024

Acknowledgments

This report could not have been completed without the cooperation of the nonprofits, charities, and government agencies who participated in our survey. Their time and attention are much appreciated. As a group, we find these dedicated to helping others. We hope that this report provides them with a quantitative insight into how their work fits into the community that helps the homeless of New Mexico.

We would like to express our appreciation to the Office of the Governor for providing the financial support and direction necessary to complete the surveying effort. Additionally, Amy Whitfield's guidance was instrumental in this work.

At UNM BBER, Suzan Reagan was the project manager on this report. Augustus Guikema, our student employee, was key in mapping and analyzing gaps. We were also assisted by RaeAnn McKernan, Caitlin Beery, and Darrien Smith. BBER's Director, Michael O'Donnell, provided oversight and support.

CONTENTS

Acknowledgments	2
Introduction	6
Summary	7
Findings	9
Characteristics of NM Providers of Housing Stability Services	9
Geographic Location and Areas Served	12
Types of Services Available to the Homeless	18
Housing/Shelter	18
Food	25
Healthcare	29
Transportation	34
Supportive Services	38
Populations Served and Qualifying Criteria	43
Funding	45
Services Publicized	47
Challenges Faced	48
Communication	48
Effectiveness of Services	48
Gaps in Services	49
Next Steps	51
Methodology	52
Design	52
Response	53
Appendix	A
Providers by Industry with Comparison to NM Industry Employment and Wages	A-1

Survey Email Invite	A-3
Survey	A-4
Distance from Highest Density Population Center to Nearest Service Provider	A-24

LIST OF FIGURES

Figure 1. Count of NM Providers of Housing Stability Services by Type	9
Figure 2. Count of NM Providers of Housing Stability Services by Industry	10
Figure 3. Map by physical locations in counties of housing stability services providers (all types)	13
Figure 4. Map by addresses of housing stability services providers (all types)	14
Figure 5. Map of Median Household Income by County	16
Figure 6. Map of Population by County	17
Figure 7. Count of NM Providers of Housing Stability Services Responses by Housing Service Types	20
Figure 8. Map by physical locations in counties of temporary shelter providers	21
Figure 9. Map by addresses of temporary shelter providers	22
Figure 10. Map by county of Transitional Living Services	23
Figure 11. Map of Transitional Living Services by Location	24
Figure 12. Count of NM Providers of Housing Stability Services Responses by Type of Food Services	26
Figure 13. Map by physical locations in counties of food service providers	27
Figure 14. Map by addresses of food service providers	28
Figure 15. Count of NM Providers of Housing Stability Services Responses by Types of Healthcare Services	31
Figure 16. Map by physical locations in counties of healthcare providers	32
Figure 17. Map by addresses of healthcare providers	33
Figure 18. Count of NM Providers of Housing Stability Services Responses by Types of Transportation Services	35
Figure 19. Map by physical locations in counties of transportation service providers	36
Figure 20. Map by addresses of transportation service providers	37
Figure 21. Count of NM Providers of Housing Stability Responses by Types of Supportive Services	40
Figure 22. Map by physical locations in counties of supportive service providers	41
Figure 23. Map by addresses of supportive services providers	42

Figure 24. Count of Advertising Used	47
Figure 25. Distance from physical location of services in Rural Counties	50

LIST OF TABLES

Table 1. Count NM Providers of Housing Stability Services by Industry with Industry Details	11
Table 2. Housing Services Definitions	19
Table 3. Food Services Definitions	25
Table 4. Healthcare Services Definitions	30
Table 5. Transportation Services Definitions	34
Table 6. Supportive Services Definitions	38
Table 7. Populations Served	44
Table 8. Criteria to Qualify for Services	45
Table 9. Funding by Origin	46
Table 10. Is Coordination Adequate?	48
Table 11. Measures of success of programs	48

Introduction

The New Mexico Office of the Governor has initiated work around housing, homelessness, and housing stability services. Specifically, there is a policy and operational need to understand the programs and services available to individuals experiencing homelessness across New Mexico. The Office of the Governor engaged the University of New Mexico Bureau of Business and Economic Research (UNM BBER) to conduct a survey of institutions, businesses, and nonprofits in an effort to understand the services, opportunities, and options that meet those experiencing homelessness. BBER worked with the Office of the Governor to develop a survey tool to collect data and information from New Mexico providers of housing stability services to the unhoused population. The Office of the Governor provided key questions and definitions of services. Potential contacts and interviewees were identified by using a list of service providers delivered by The Office of the Governor. In addition, BBER researched different sources, internet-based and databases, to identify other service providers or multiple locations covered by service providers to the homeless throughout the state. The focus of this report and the survey was to find out how services to the unhoused population cover the state of New Mexico and identify gaps or needs.

There were three very complex related topics regarding service providers. They were the types of services provided, qualifying criteria, and funding. For this report, we grouped the types of services into housing, food, healthcare, transportation, and supportive services. This should not be limiting as the needs of individuals can be unique. Service providers often had a variety of services while few did just a single item service. Four service providers said they had no qualifying criteria and two additional purveyors mentioned low barrier entry. The rest had some very specific criteria that were narrowed to a list of nine: gender, age, income, domestic violence or victims of crimes, health issue, veterans (and their families), 30 days of sobriety, part of another program, and an intake evaluation. Most of these were specified by the types of funding the programs received. If there is a true overarching gap in providing services to the homeless then it's identifying which service providers would be able to assist one. Several service providers mentioned that siloes in funding were a difficulty.

Additionally, New Mexico is a large state with urban and rural areas. The difficulties in serving rural communities were apparent in the comments of service providers and the location of services. Many maps throughout this report look at the availability of physical locations of service providers.

It should be noted that often circumstances of vulnerable individuals can put them in a housing instability situation and many of the providers aim to help a broader category than just homeless. The very word homeless indicates that a person does not have a place of residence. The Department of Housing and Urban Development (HUD) provides criteria for defining homelessness and five categories with instructions on how to document someone who is homeless. During our research, some providers indicated that they prefer the term unhoused to homeless. This report will use these two terms interchangeably. There is no intent to stigmatize this population.

Service providers truly want to assist individuals and are reluctant to answer "no" when asked about services they don't provide. Most providers answer with a variation of "our partners can help with that" and refer people to the services they need. As a group, service providers are focused on helping those in need in any way they can.

Summary

The providers of housing stability services to the homeless include government, nonprofits, and for-profit entities. The services range from housing/shelter, food, medical, transportation, and social services. There were 102 homeless service providers identified in 182 locations in New Mexico. There were 15 providers that had statewide services. State and local government programs that might have different program names were counted as one provider with multiple locations. There were 55 surveys returned resulting in a 54 percent response rate.

A few overarching themes are coming from the survey data. Rural areas have less physically-located service providers. Purveyors often had multiple types of services available with only a few specializing in one area. Many service providers also mentioned referrals and partners. Almost all service providers had specific populations and criteria that shaped who they provided services to which was driven mostly by funding source requirements. Below are the highlights of the findings of this survey.

- Of service providers to the homeless, nonprofits are the most numerous and account for 76 percent of all the service providers responding to the survey.
- Industry sector data shows that the social assistance sector has the most entities identified as housing stability services with 62 entities. The healthcare sectors of ambulatory healthcare services (4), hospitals (2), and nursing and residential care facilities (1) added an additional seven entities.
- Seven (mostly very rural) New Mexico counties were reported as having no service provider locations. Rural counties have few local options for assistance. However, it should be noted that of the 55 survey responses, 15 of them indicated that they provide statewide services.
- There were 33 service providers indicating they offered housing services and transitional living with 18 service providers being the most common housing type.
- There were 24 service providers who indicated healthcare services and of these, only one did not also provide housing, food services, or supportive services. The most common type of healthcare service provided was harm reduction.
- Twenty-four (24) providers check one or more categories of food services for a total of 51 services. Only one indicated they provided only food services.
- Out of 33 New Mexico counties, 12 had physically located service providers for healthcare services to the homeless. Many rural counties continue to have difficulties in maintaining licensed health providers in community health clinics.
- A total of 23 service providers check transportation services for a total of 46 services. Of the 22 service providers that also provided other services, 19 were housing services.
- There were a total of 129 supportive services counted with most of them in mobile outreach (22), job training/hunting (19), and crisis intervention (15). Of the 42 responses to the supportive services question, 37 service providers indicated at least one of the support activities survey options. Only five providers did not provide any supportive services in this survey, an indication of the theme that most providers are doing multiple services.
- Of the 39 service providers responding to the survey question "Are there any specific criteria that individuals need to meet to qualify for your services?", only four had no qualifying criteria, meaning anyone who was in need and asked for help would be served. Most criteria are a result of funding

source requirements. Although there is some indication that there might be criteria during intake evaluations that are based on the experience of which individuals would most likely succeed in the specific program.

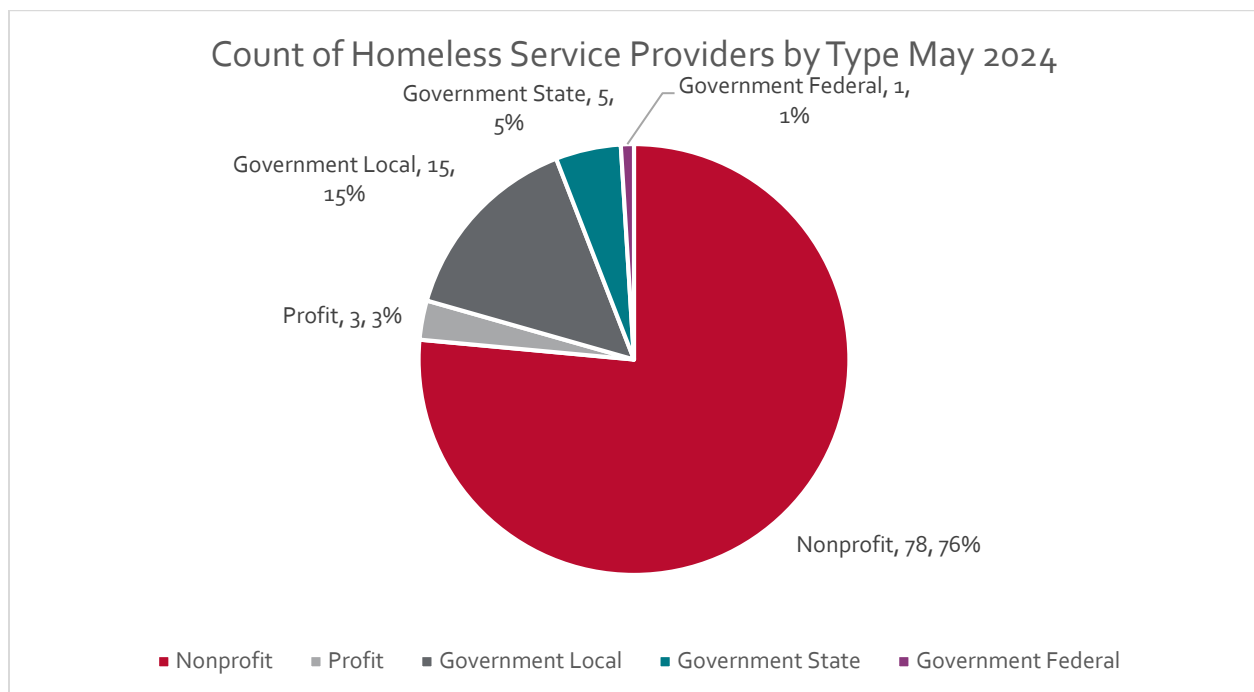
- Donations as a funding source were 10 percent or less for most providers. However, there were four providers at 50 to 100 percent of funding from donations. Most providers indicated multiple sources of funding. Of the service providers responding to this survey, nine indicated 90 to 100 percent funding in a single category with donations (2), HUD (3), other federal (1), and state or local government (3) (See Table 9. Funding by Origin).
- Most service providers felt that communication and collaboration could be improved. Often cited difficulties were lack of funding, more providers needed, lack of community support, staff turnover, rural areas, and government/nonprofit relationships.
- Service providers measured outcomes in two ways. One is “By the Numbers” such as the count of people helped, how many meals were served, or how many referrals were made. Almost every provider also mentioned a second measure based on accomplishments or outcomes, such as improved stability for individuals or a better situation after the individuals left the service provider. In some cases, measures included fewer emergency room visits or recidivism (See Table 11. Measures of success of programs).

Findings

Characteristics of NM Providers of Housing Stability Services

On our list, 102 unique service providers for the unhoused were identified throughout New Mexico. These providers were classified as nonprofit, for-profit, or government. Government entities were further detailed as federal, state, or local. By far, nonprofits, with 76 percent of the total, are the most common type of service providers. Government accounts for 21 percent with local government having the most service providers. The single federal government entity is the Bureau of Indian Services. Note that funding does flow from the federal government down to the state and local levels. The three for-profit entities are insurance and hospitals that provide services to the homeless. See Figure 1 below.

Figure 1. Count of NM Providers of Housing Stability Services by Type



Data on service providers can also be found by industry. BBER took the list of service providers to the homeless and coded the service providers by the North American Industry Classification (NAICS) based on information from their websites and submitted surveys. The following graph in Figure 2 shows the number of service providers by the three-digit NAICS sectors. Social Assistance has the most entities at 64 with healthcare sectors of Ambulatory Health Care Services (4), Hospitals (2), and Nursing and Residential Care Facilities (1) adding an additional seven entities. All entities with a NAICS code starting with "92" are government. Finally, Religious, Grantmaking, Civic, Professional, and Similar Organizations with 11 service providers have the last significant number of entities.

Figure 2. Count of NM Providers of Housing Stability Services by Industry

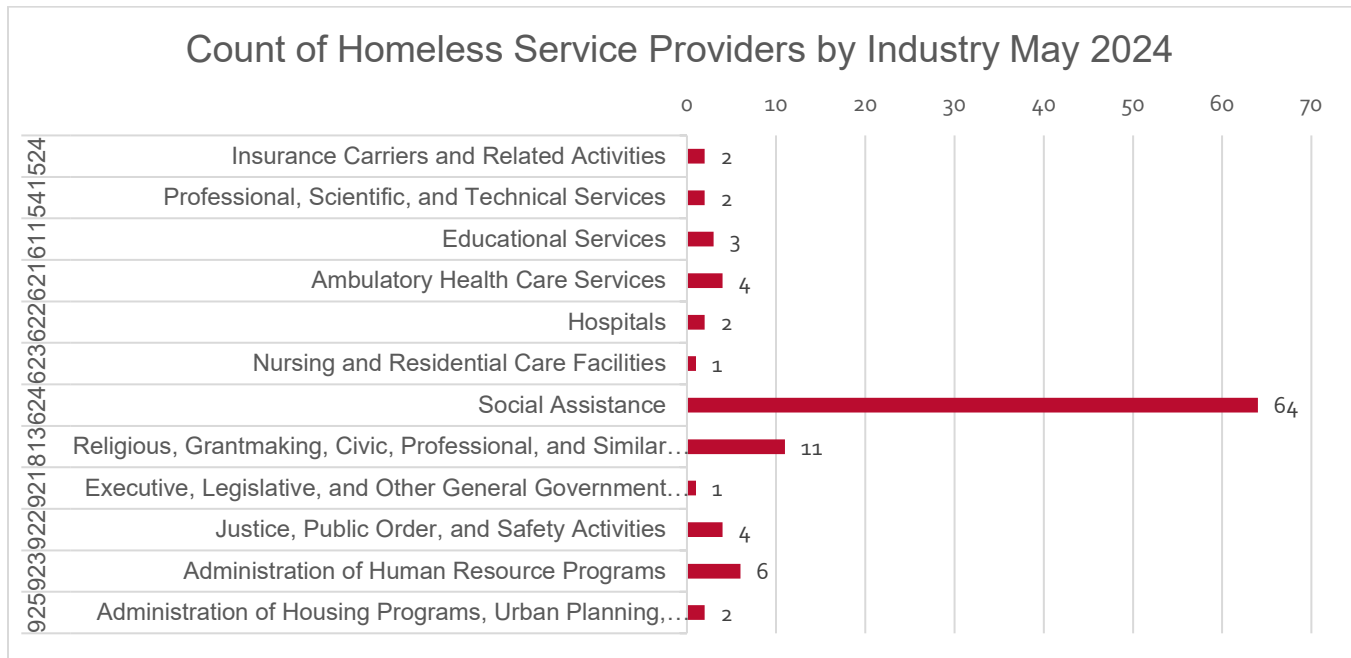


Table 1 is a comparison of the service providers of housing stability services to industry breakout numbers from the US Bureau of Labor Statistics Quarterly Census of Employment and Wages (QCEW) program for the third quarter of 2023 for New Mexico. QCEW numbers contain details on employment and wages by industry sector. While our list only has 102 entities statewide, the number of entities in these same sectors totals 25,881 entities. Overall, these industries employ 336,067 workers and average weekly wages range from \$850 in Social Assistance to \$1,737 in Professional, Scientific, & Technical Services. Other entities in these industry sectors can be viewed as potential resources. They might also be seen as competitors for workers.

Obviously, the related industry numbers include establishments that provide services aimed at the general population and not solely focused on the homeless population. Still, there is a benefit in looking at the data available for the industries in general where the service providers are included. Service providers of housing stability services to the homeless represent 0.4 percent of the total number of establishments in related industry sectors. In the industry sector Hospitals, service providers of housing stability services represent 1.5 percent of establishments. Hospitals also have almost 13 percent of employment in the selected sectors. The Table at the beginning of the Appendix, Providers by Industry with Comparison to NM Industry Employment and Wages, is a more detailed breakdown of the data to the six-digit NAICS level where Community Food Services (29.2%), Temporary Shelters (59.6%), and Other Community Housing Services (29.4%) have a very high percentage of establishments. Just a note that Temporary Shelters can include temporary housing for medical emergencies to support families. So even an industry sector title that looks like it should be completely for homeless services might contain entities that cover other populations. However, it is also likely that the list used in this survey may not be all-inclusive of all providers of housing stability to the homeless.

Table 1. Count NM Providers of Housing Stability Services by Industry with Industry Details

Code	North American Industry Classification Title (NAICS)	Count of Providers, May 2024	Number of NM Establishments ¹	% of Estab. ¹	NM Average Quarterly Employment ¹	NM Average Weekly Wage ¹
524	Insurance Carriers & Related Activities	2	1,426	0.1%	10,715	\$ 1,492
541	Professional, Scientific, & Technical Services	2	8,854	0.0%	69,651	\$ 1,737
611	Educational Services	3	1,712	0.2%	69,150	\$ 1,344
621	Ambulatory Health Care Services	4	3,846	0.1%	48,183	\$ 1,246
622	Hospitals	2	130	1.5%	43,304	\$ 1,536
623	Nursing & Residential Care Facilities	1	403	0.2%	14,657	\$ 1,010
624	Social Assistance	64	6,771	0.9%	38,977	\$ 850
813	Religious, Grantmaking, Civic, Professional, & Similar Organizations	11	1,406	0.8%	6,282	\$ 1,134
921	Executive, Legislative, & Other General Government Support	1	420	0.2%	7,044	\$ 1,307
922	Justice, Public Order, & Safety Activities	4	652	0.6%	20,028	\$ 1,636
923	Administration of Human Resource Programs	6	149	4.0%	6,721	\$ 1,227
925	Administration of Housing Programs, Urban Planning, & Community Development	2	112	0.9%	1,354	\$ 1,350
	Total Selected NAICS	102	25,881	0.4%	336,067	

¹ US Bureau of Labor Statistics; Quarterly Census of Employment and Wages, Third Quarter 2023

For comparison purposes, BBER looked at IRS Form 990 filed by 75 of the providers on the survey list. The most complete year of 990 forms was 2021 and showed that total employment for these 75 providers was reported at 5,882 workers and 6,181 volunteers. The employment reported by these 75 providers is a very small fraction, less than two percent, of total employment in the QCEW data for the sectors they are in. Additionally, the data from the 990 forms demonstrates that a significant amount of volunteers are part of the nonprofit workforce.

A final note looking at average weekly wages by sector. Most of the providers in the Social Assistance sector are also in a lower wage category than the other sectors. Those that fall in Child & Youth Services with a \$597

average weekly wage are at the lowest (See Appendix A-1: Providers by Industry with Comparison to NM Industry Employment and Wages).

Geographic Location and Areas Served

The survey asked respondents if they provided services statewide in New Mexico, and if they said “No” then asked which counties or service areas they covered. The survey also asked what locations specific services were offered as many service providers have multiple locations. The service providers collectively had a total of 182 physical locations. There were 15 service providers that indicated statewide services. The statewide service providers are broken down into government (3), for-profit (2), and nonprofit (10). Of the others, 30 service providers indicated that they serve single counties. On the survey, six service providers skipped this question and were coded as single-county coverage based on address. Five service providers indicated multiple counties but not statewide and two Pueblo service providers. Finally, a few service providers provided an area of service to preserve safe housing. Data on maps for safe housing is denoted by a point in the centroid of their service area.

Figure 3 on the next page shows how many physical locations are by county. Interestingly the seven counties shaded light (Catron, De Baca, Guadalupe, Harding, Mora, Roosevelt, and Quay) have no service providers with physical locations and are also very rural areas within New Mexico. On the following page, Figure 4 shows a map of actual physical locations. There is some clustering of service providers along streets. For instance, in Santa Fe, many of the providers are along Cerros Road. Similarly, in Gallup, they are along Route 66. Again, safe housing is denoted by a point in the centroid of their service area.

The distance that individuals might need to travel to reach services is an obvious barrier. While some service providers indicated statewide services or covered multiple counties, there are still areas with no physical location. This may indicate that individuals will have barriers to reaching services in areas where there is not a physical office. Some of these access issues are certainly mitigated by providers visiting locations, availability of transportation, or internet access at schools, libraries, and other public buildings where it exists in the state. Some service providers do cover the counties mentioned with no physical location by visiting them and through local partners that might not be specifically identified as a housing stability provider. An additional issue due to smaller populations in rural areas, funding for non-profit service providers who rely on donations may also be difficult. This is important as nationwide 18 percent of people experiencing homelessness were in rural Continuums of Care and had the highest rates of unsheltered homelessness¹. Note that the US Department of Housing and Urban Development (HUD) counts rural individuals by Continuums of Care in “largely rural areas.”

¹ The 2023 Annual Homeless Assessment Report (AHAR) to Congress. The U.S. Department of Housing and Urban Development 2023. <https://www.huduser.gov/portal/datasets/ahar/2023-ahar-part-1-pit-estimates-of-homelessness-in-the-us.html>. Page 19

Figure 3. Map by physical locations in counties of housing stability services providers (all types)

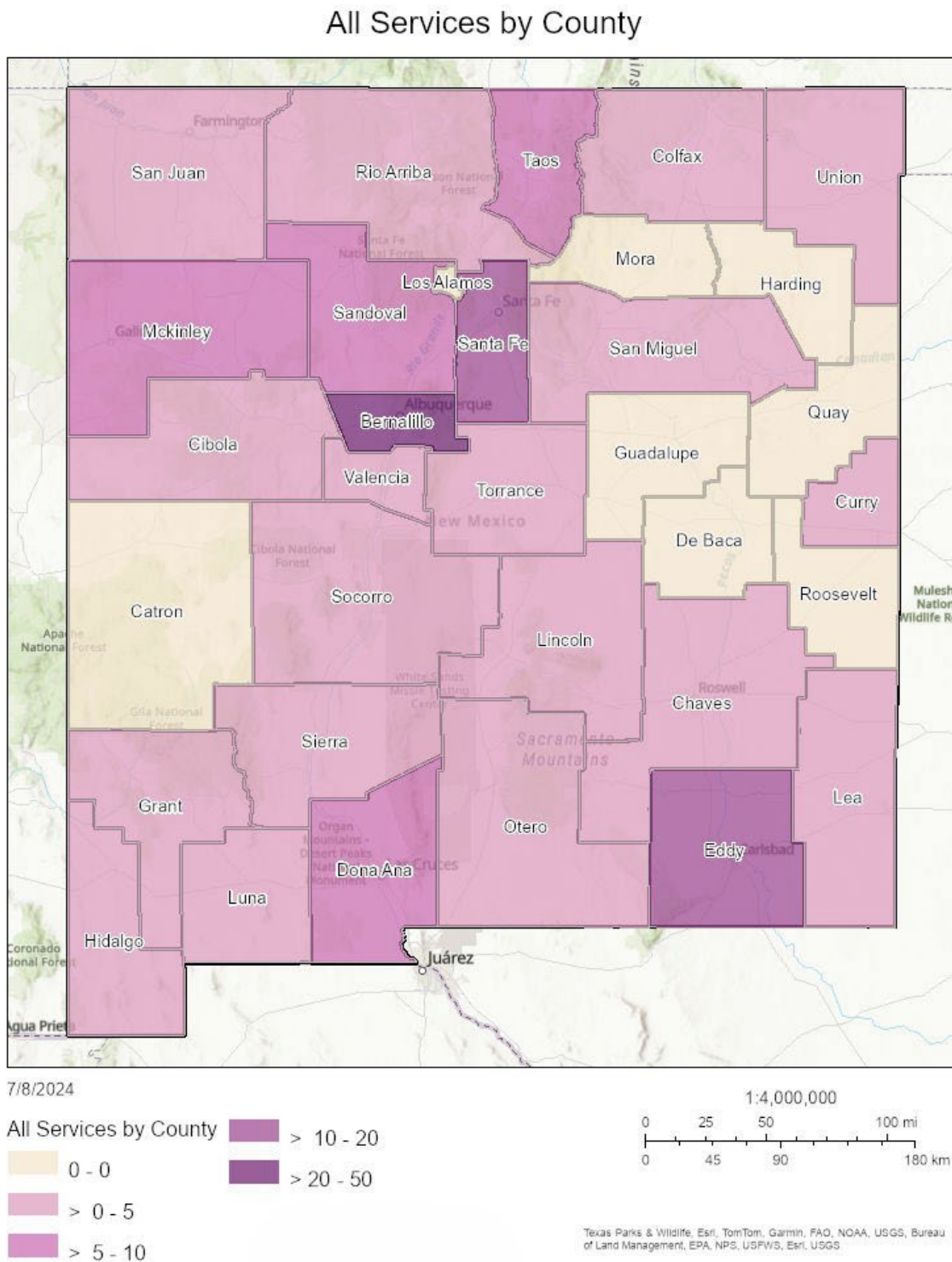
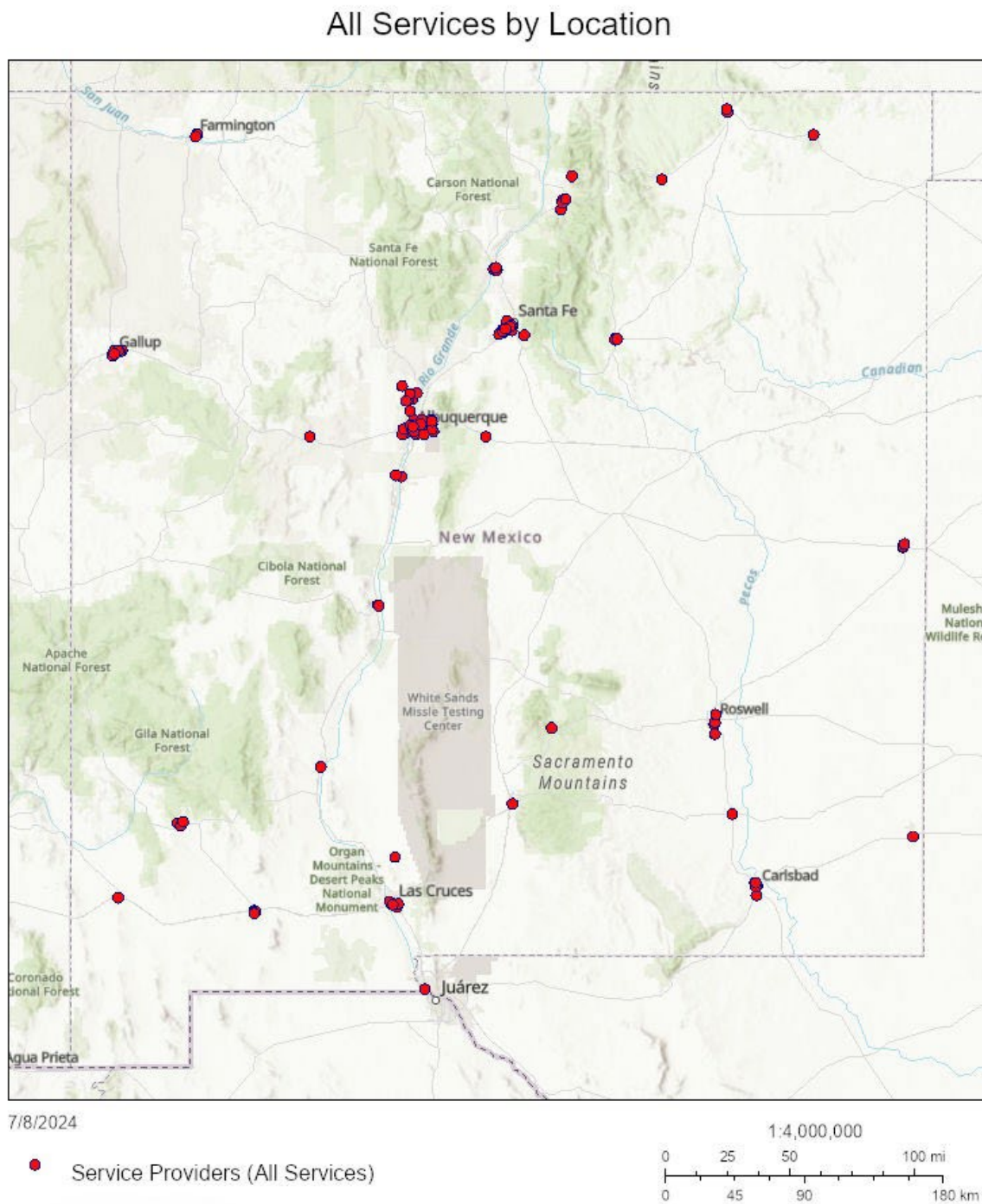


Figure 4. Map by addresses of housing stability services providers (all types)



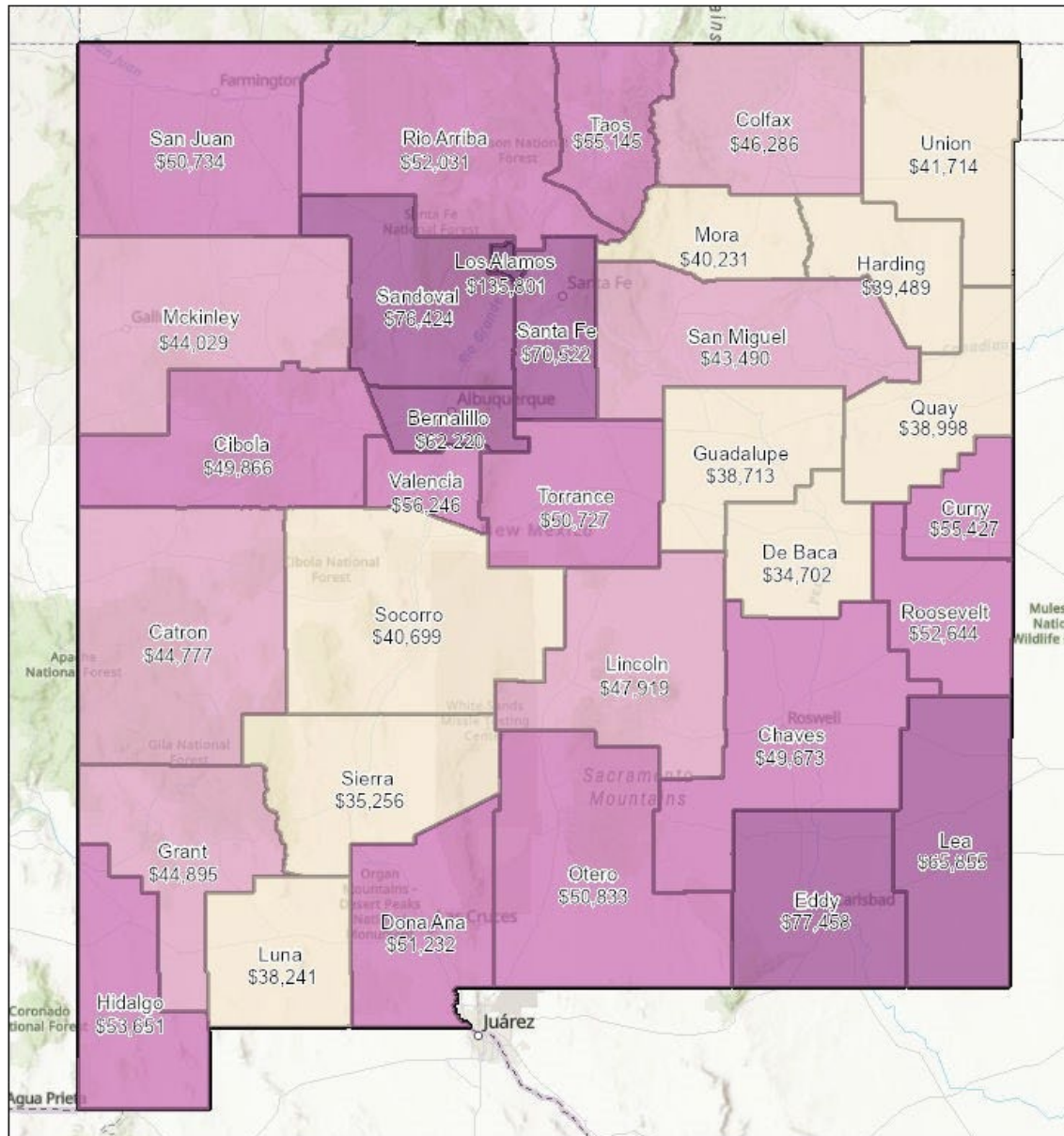
To put the information from this report into context, the next two figures show maps with income and population data from the US Census Bureau's 2022 American Community Survey 5-year estimates. Figure 5 shows the median household income by county. Figure 6 shows the population by county. Together these maps give an idea of the social economic situation in New Mexico. Median household income is a good measure of the financial stability of an area. Population by county will highlight the rural and urban counties in NM. Looking at Mora County, as an example with no physical service provider as noted earlier, has a median household income of \$40,231 and a total population of 4,208. For comparison, Bernalillo County has a median household income of \$62,220 and a total population of 674,692 and New Mexico's overall median household income is \$58,722 with a total population of 2,112,463 according to the 2022 American Community Survey 5-year estimates.

Throughout this report rural areas with low populations and also often low wages are generally lacking locally placed service providers. This doesn't mean that services are not available, many service providers try to cover these areas and partners try to provide referrals. There are services funded by various federal programs to try and address these underserved areas but they might not meet the entire need. However, it does mean that for some services like housing or healthcare individuals may need to travel from their local rural community to locations in other counties to access the services. Thus it follows rural areas without urban public transportation might have a greater need for transportation to services.

Population counts are used by federal programs in determining types and amounts of funding initiatives. The funding of many basic programs like schools and road maintenance by government programs is often based on population numbers. Funding for housing initiatives falls in this area. To address rural community needs, many federal government agencies have specific programs for rural areas. Again, the question remains of whether the funding meets the entire need.

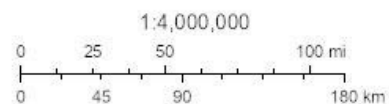
Figure 5. Map of Median Household Income by County

Median Household Income by County (2022 inflation-adjusted dollars)



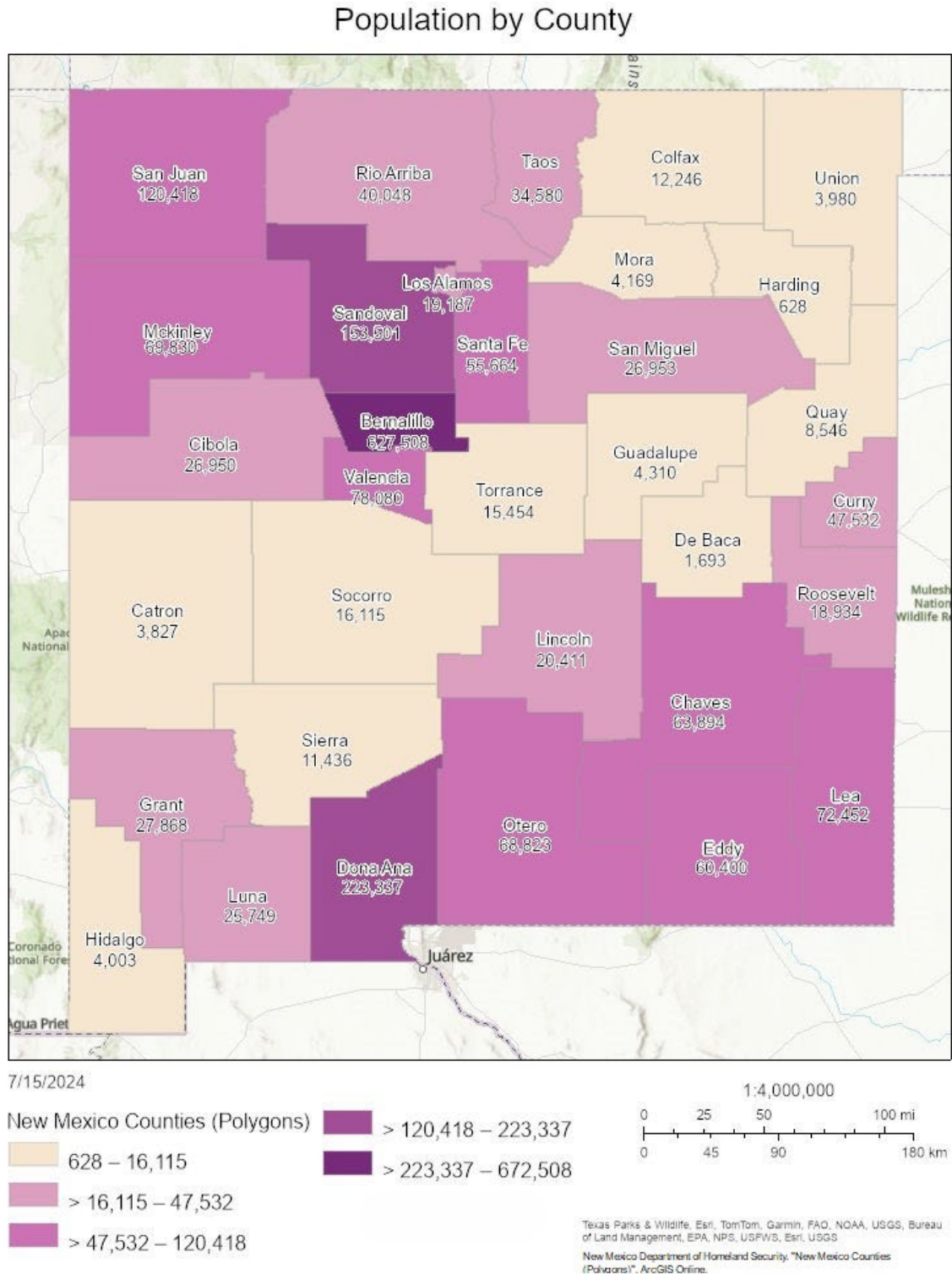
7/12/2024

Median Household Income by County



Texas Parks & Wildlife, Esri, TomTom, Garmin, FAO, NOAA, USGS, Bureau of Land Management, EPA, NPS, USFWS, Esri, USGS American Community Survey. "Median household income in the past 12 months (in 2022 inflation-adjusted dollars)." B19013, United States Census Bureau

Figure 6. Map of Population by County



Types of Services Available to the Homeless

Researching providers of housing stability services in New Mexico uncovered a wide list of unique services and goods for the homeless. Everything from housing/shelter, clothing, food, medical treatment, transportation, cell phones, education, job training, medical supplies, social support groups, counseling, and dogs were discovered. Each of these are goods or services that can make a difference or address some basic needs of those who are homeless. To make overarching sense, we grouped these services into housing, food, healthcare, transportation, and supportive services. Many providers offer multiple services.

The following items in this section will cover the survey responses on services provided, including definitions that were instructions on the survey, and maps by county and location of services. The maps are done by the physical location of service providers. In some cases where services were listed by a general location, the centroid of the general location was used in the map. Comments from open-ended questions will be included to highlight the survey responder's views at the end of each topic.

Housing/Shelter

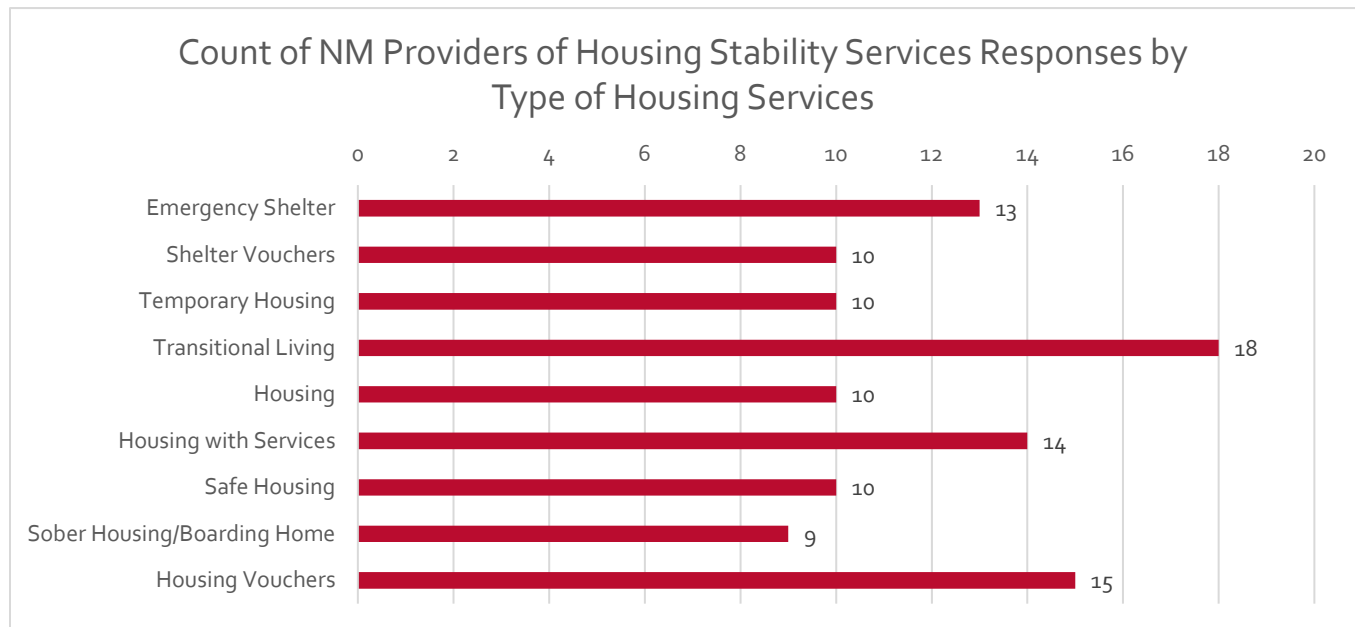
The survey asked if the service providers offered one of seven types of housing services. For each type of housing service, a definition was included. See Table 2 for the housing service and its definition. The survey asked, after each housing service, the location of where the service was offered with the note "If for safety purposes you are not able to provide the address, please list a general location, such as NE Albuquerque or SW Farmington." Finally, the survey also asked about offering shelter or housing vouchers.

Table 2. Housing Services Definitions

Housing Services	Definition
Emergency Shelter	provides temporary shelter, up to 30 days maximum, for people who do not regularly have stable housing because of a lack of tenancy. For the purpose of this assessment, emergency shelter does not include shelter for those who have tenancy rights but need to leave it for an emergency reason, such as violence in the home or an impending natural disaster (fire, flood, etc.)
Shelter Vouchers	provides vouchers that will provide temporary shelter, up to 30 days maximum, for people who do not regularly have stable housing because of a lack of tenancy in a location that accepts the voucher and the individual chooses.
Transitional Living	provides temporary housing and services, up to 24 months maximum, that are designed to support the transition from people experiencing homelessness to self-sufficient living; services are structured, so that participants have a plan for meeting metrics that move them toward “graduating” out of the program. The housing may be a shared space or a private/scattered site.
Housing	provides housing for no designated length of time, which is not connected to any plan of working toward a goal, services may be provided to the individual, but not structured for the individual as a part of the housing. Housing may or may not have tenancy rights.
Housing with Services	provides housing for no designated length of time, and provides on-site services to maintain housing. The housing may be a shared space or a private/scattered site.
Safe housing	for victims of violence, domestic abuse, or rape.
Sober Housing/Boarding Home	provides housing that is a step down from long-term facility living (i.e. in-patient substance use, psychiatric hospitalization, incarceration), and provides a structure that is aimed at recovery.
Housing Vouchers	provides vouchers for payment of housing, full or partial, that is for no designated length of time and is not connected to any plan of working toward a goal, services may be provided to the individual, but not structured as part of the housing. The housing may be a shared space or a private/scattered site.

Of the 55 returned surveys, 33 service providers indicated actual housing services and many provided multiple types of housing services. There were only two responders who did not indicate other types of services, meaning they provided housing services only. The 33 service providers totaled 107 housing services. Transitional Living led the way with 18 followed by Housing Vouchers (15), Housing with Services (14), and Emergency Shelters (13) (See Figure 7. Count of NM Providers of Housing Stability Services Responses by Housing Service Types).

Figure 7. Count of NM Providers of Housing Stability Services Responses by Housing Service Types



This survey did not ask how many people could be housed or the number of beds since this data is available from the U.S. Department of Housing and Urban Development 2023 Housing Inventory Count (HIC) data by Continuum of Care datasets. The number of total year-round beds (Emergency Shelter, Transitional Housing & Safe Haven) as reported by HUD in 2023 for New Mexico is 3,475². It then follows that 33+ service providers have 3,457 beds in NM.

Temporary shelters are often the service that most of the public thinks about when they envision homeless individuals. Figure 8 is a map of the physical locations of temporary shelter providers and Figure 9 shows the location points on a map. Many counties, again rural, have no temporary shelters. Out of New Mexico's 33 counties, 21 have no temporary shelters. Transitional Housing, one of the service categories, is of particular interest both as a category with the most providers and as an important service to provide support that ultimately moves individuals into permanent housing or builds stability for individuals. Figure 10 is a map of Transitional Housing and Figure 11 is actual points locations on a map. There are only 10 counties with transitional housing. Individuals who need transitional housing will need to relocate to one of the 10 counties.

² HIC Data downloaded from <https://www.hudexchange.info/resource/3031/pit-and-hic-data-since-2007/>

Figure 8. Map by physical locations in counties of temporary shelter providers

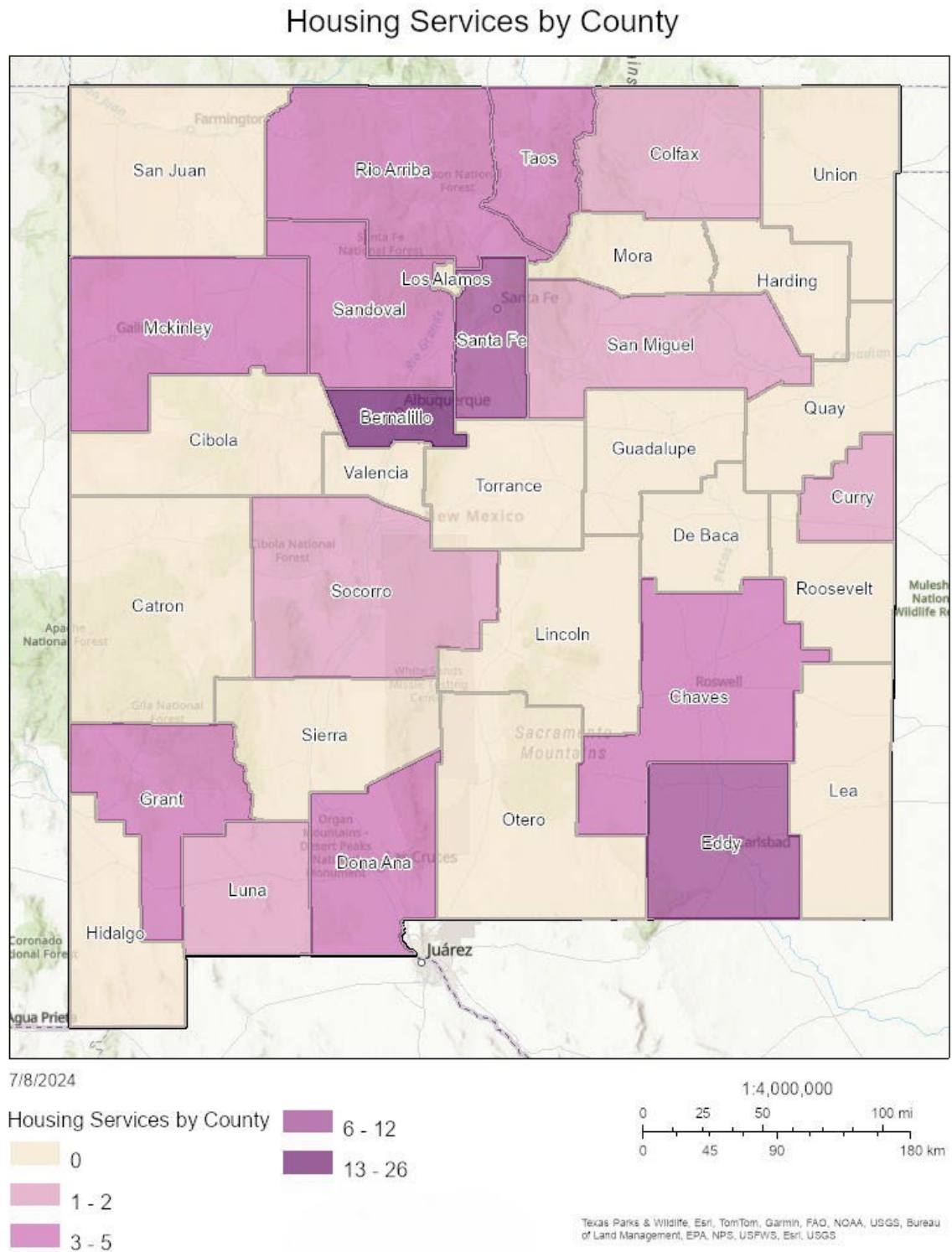


Figure 9. Map by addresses of temporary shelter providers

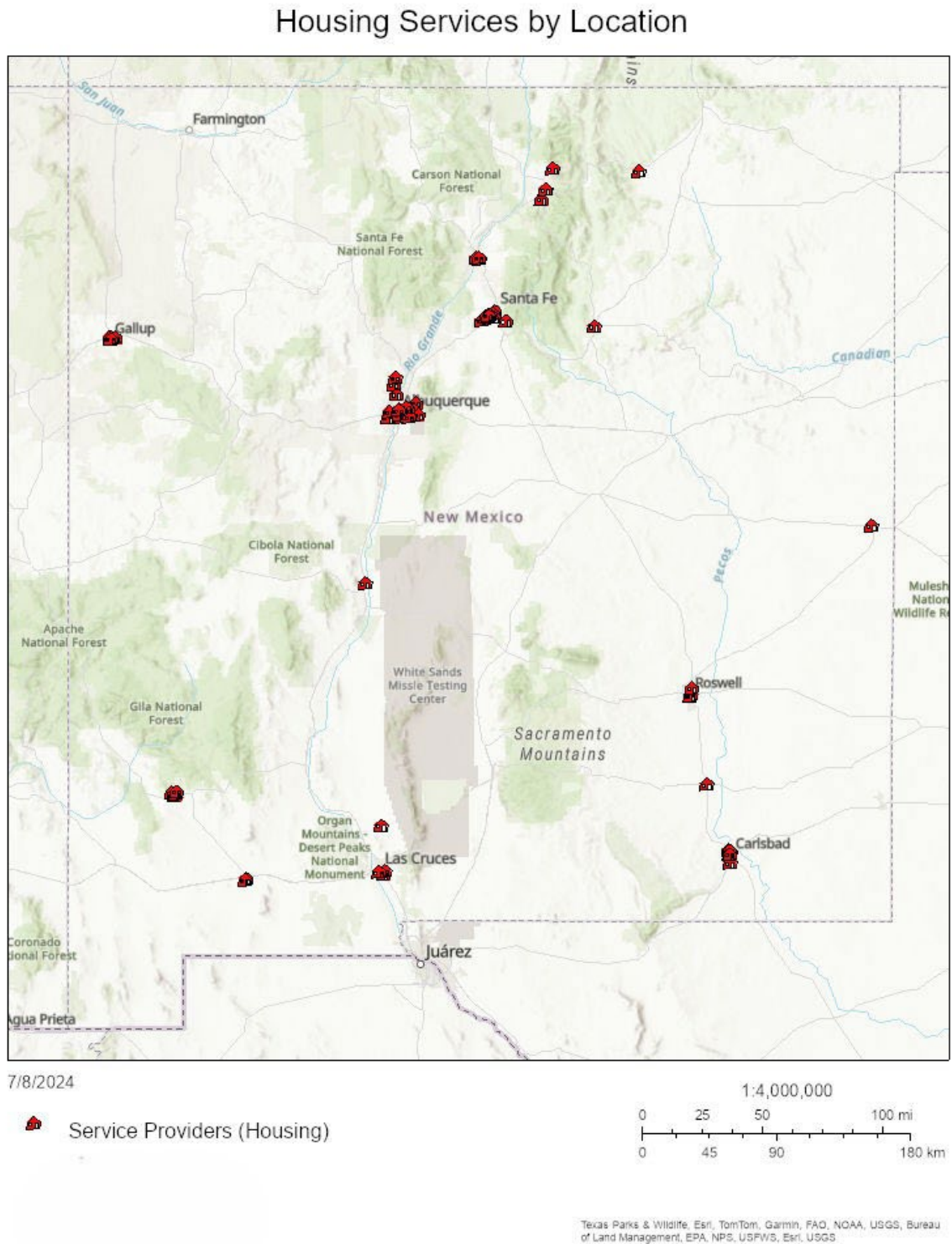


Figure 10. Map by county of Transitional Living Services

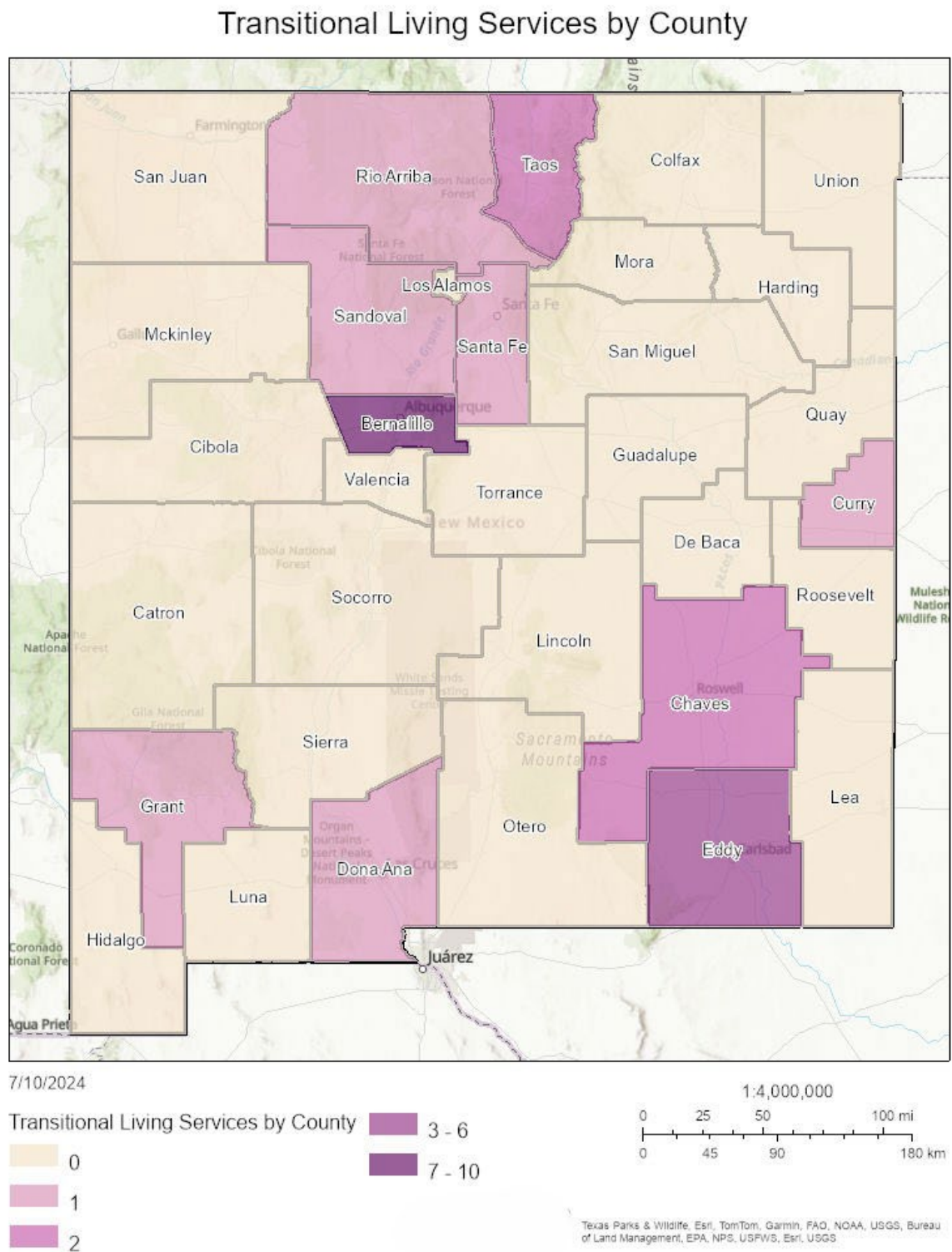
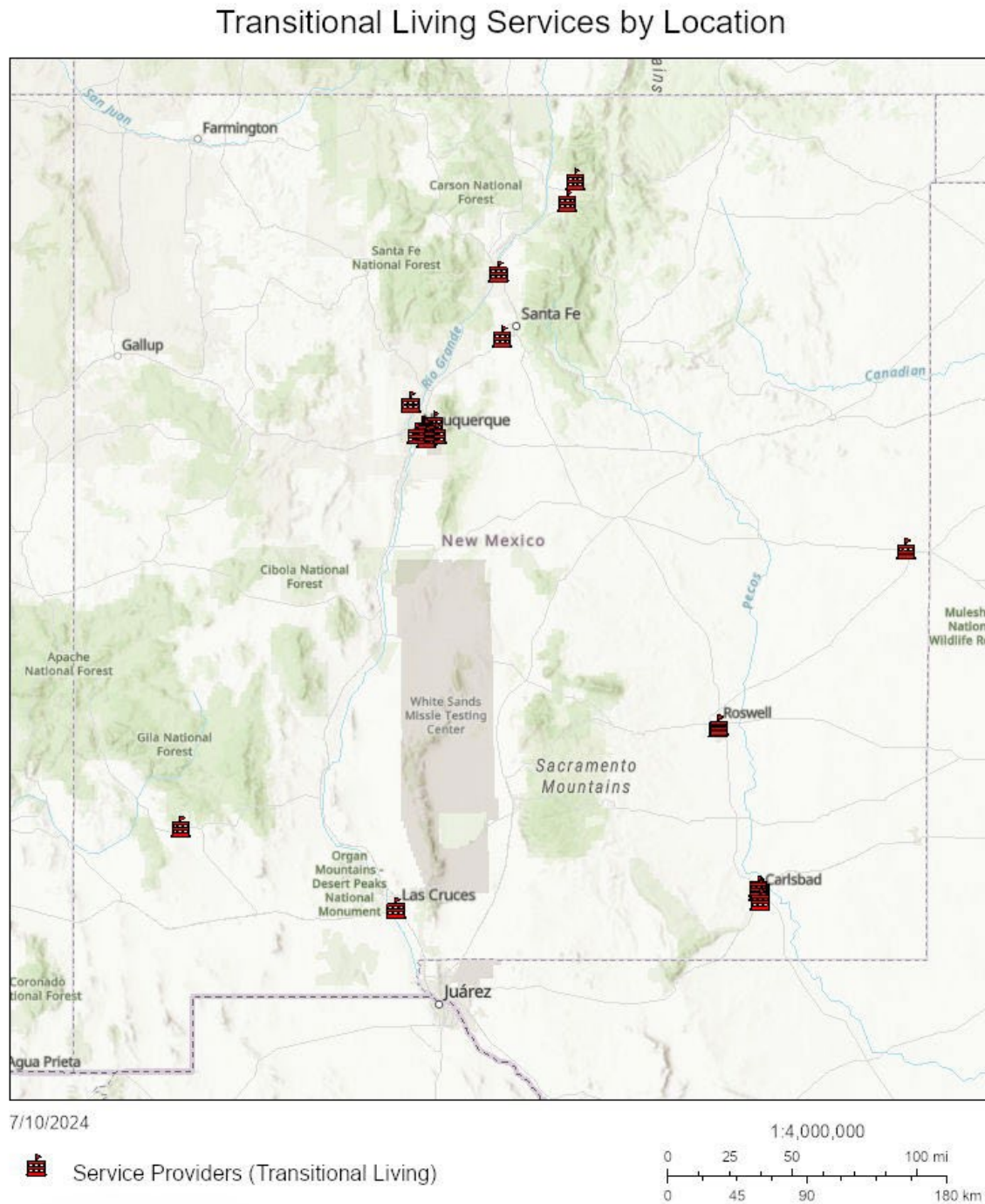


Figure 11. Map of Transitional Living Services by Location



A final request on the housing/shelter section of the survey requested "Please provide us with any additional comments on the types of housing and shelter services you provide or your comments about housing/shelter." There were 31 responses to this question. Most further clarified the types of services that they provide including lengths of stay, rental assistance, and low barrier assistance. However, there were a few interesting responses that capture opinions on the state of these housing services expressing either a lack of housing to meet the needs or difficulties for those in need in reaching out for services.

"Housing is very limited, there really needs to be more funding and more programs to assist individuals."

"housing ... available should be clean and in good repair."

"...mobile homeless outreach where we work to reach people who may fall through the cracks in all three counties because they don't seek services."

Food

Four questions were asked on food services: hot meals or food kitchens, take away unprepared food or food pantries, hand out, and please provide us with any additional comments on the types of food services you provide. Table 3 shows the definitions of the categories.

Table 3. Food Services Definitions

Food Services	Definitions
Hot meals or food kitchens	Refers to cooked ready meals provided to those experiencing homelessness
Take away unprepared food or food pantries	Food distributed that has been pre-packaged and not meant for immediate consumption.
Hand Out	Food distribution directly to those facing homelessness on the streets.

Twenty-four (24) service providers check one or more categories of food services for a total of 52 services. There are fewer providers of food services than housing services. Only one provider did nothing but food services. The category hand out, which is food distribution directly to those facing homelessness on the streets and food kitchens, had 18 each with 16 for food pantries (See Figure 12). Of the responses by providers, 20 offered both housing and food services.

Figure 12. Count of NM Providers of Housing Stability Services Responses by Type of Food Services

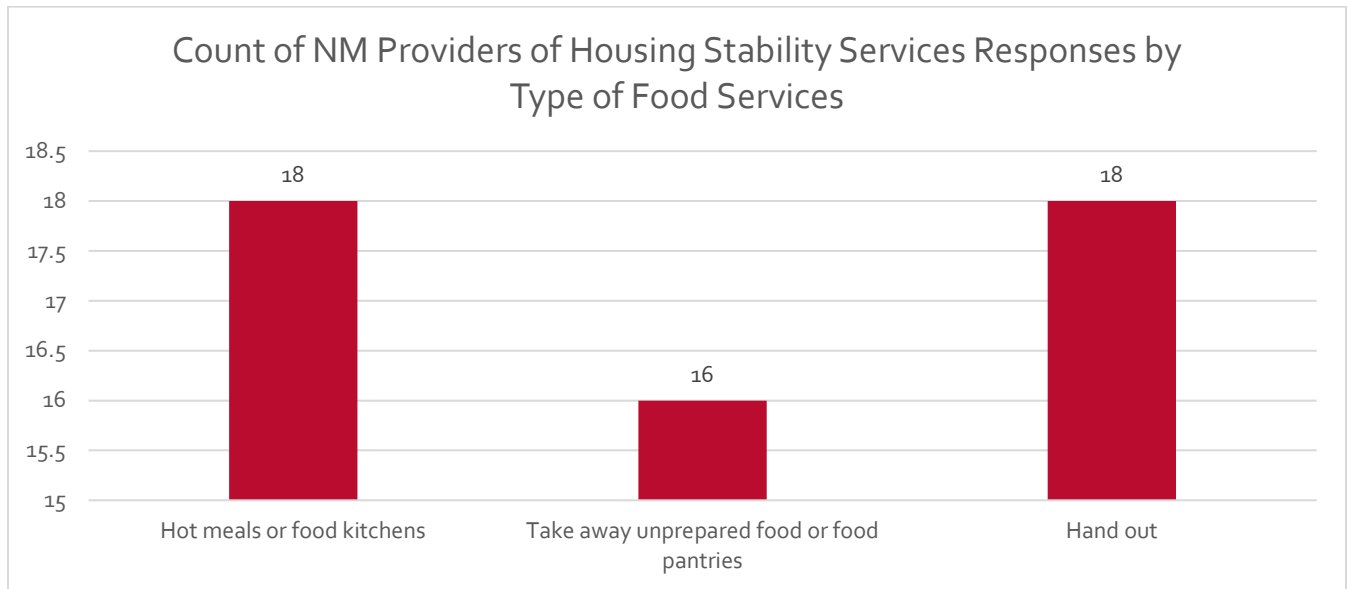


Figure 13 shows a map of the number of food service providers by county and Figure 14 displays the point locations. Ten (10) counties had no provider located there. This survey is focused on housing stability providers and may not include all providers for food insecurity in New Mexico. Food service providers might also work with low-income groups which is a bigger group than specifically the homeless. Many other service providers mentioned that they partnered with food service providers in their area.

Figure 13. Map by physical locations in counties of food service providers

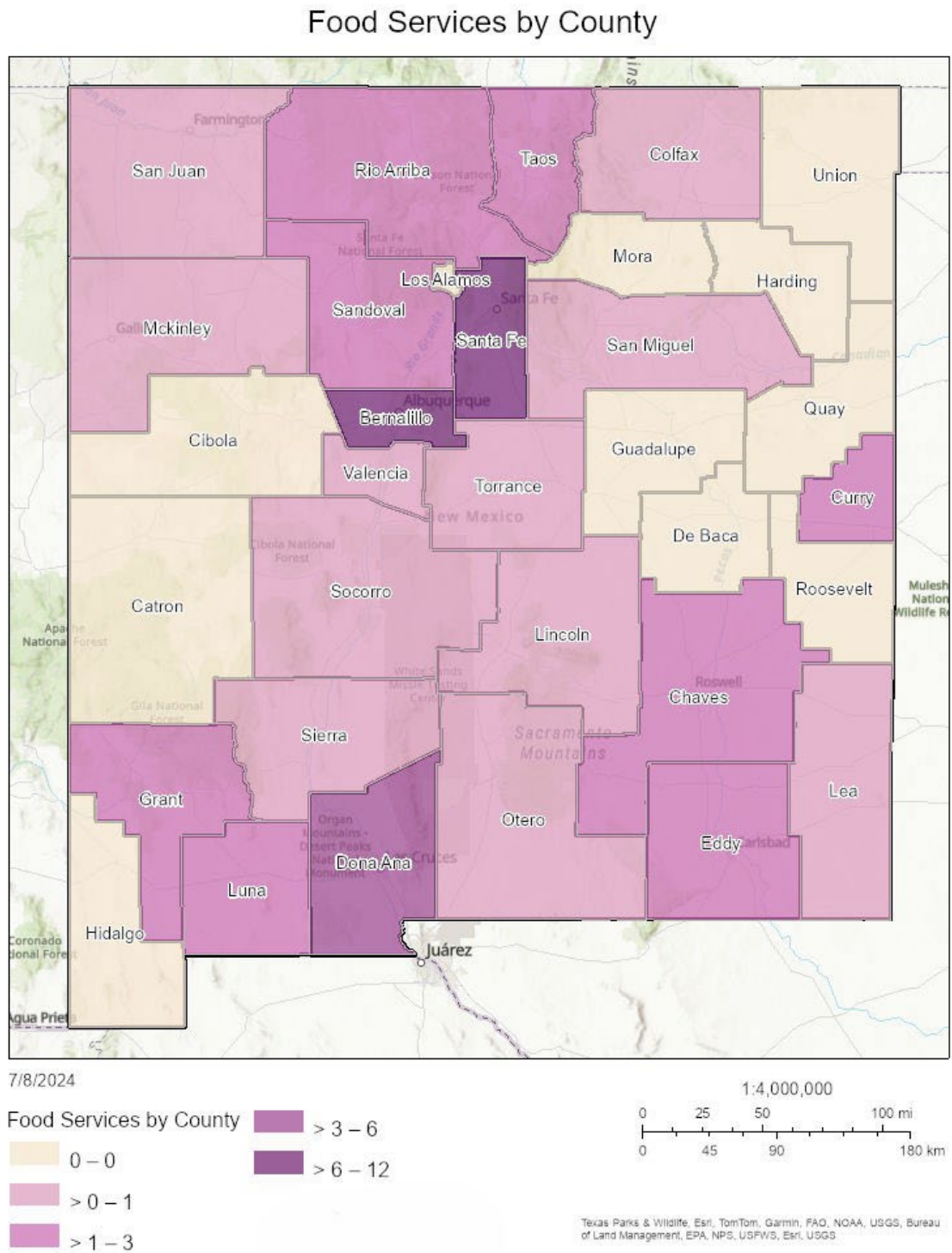
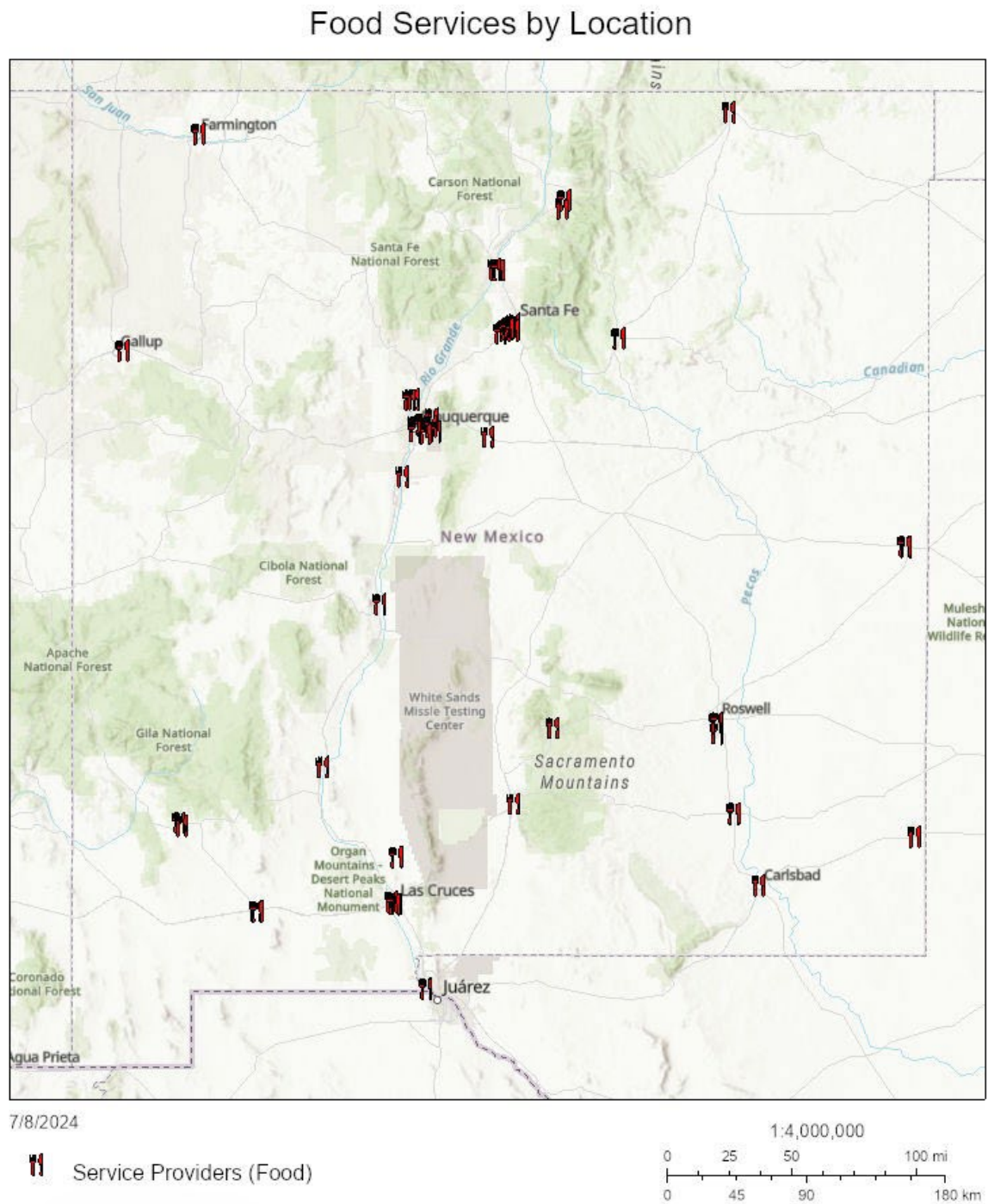


Figure 14. Map by addresses of food service providers



Comments about food services were limited to the exact nature of the services. In some cases, where the provider did not indicate that they provided food services, they mentioned that they occasionally would make food available to the individual in need. On another note, food service providers mentioned rescuing or recovering food from other businesses such as grocery stores, restaurants, and other food businesses.

"We provide snack packs to our students who are living in vehicles, on the streets, or otherwise unable to store, prepare, or purchase food."

"...provides three meals a day and snacks on request to over 40 women and children."

"For lunch in addition to the hot meat entree, cooked veggies, dessert, and soup we also have provisions for them to take home such as dairy products, microwaveable foods, drinks, and snacks. These are foods we rescue from stores that would otherwise be thrown away."

"We provide the occasional food box for someone in need."

Healthcare

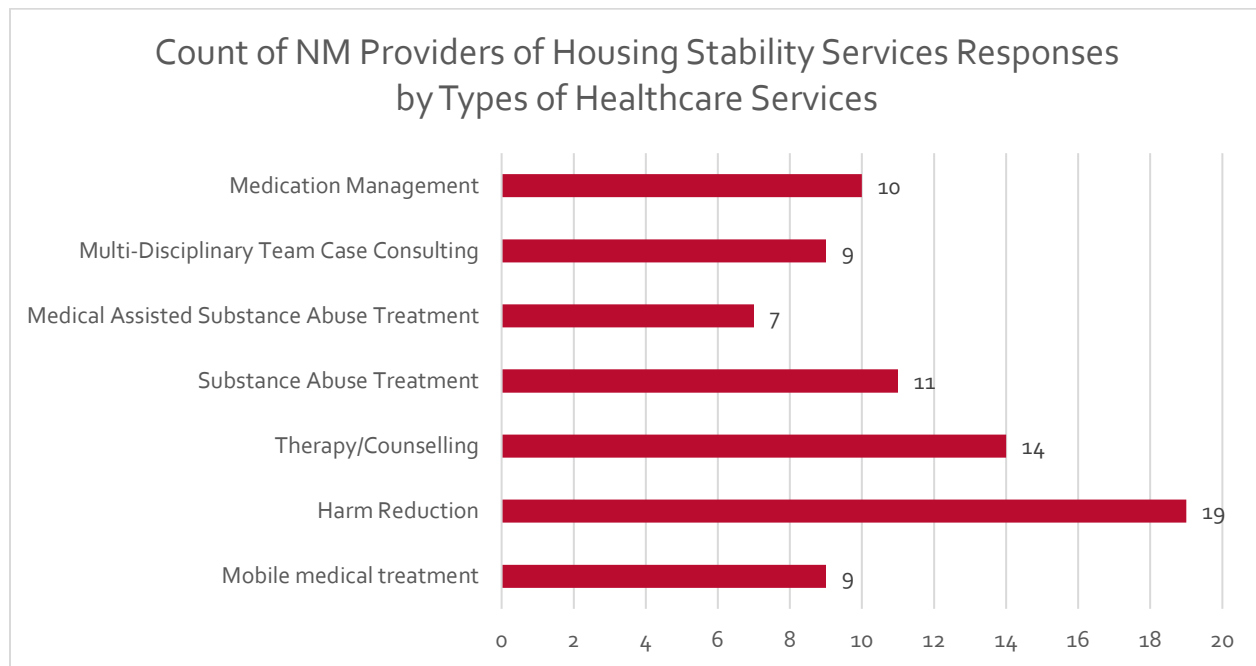
The survey responses indicated that 24 provided healthcare and of these, only one did not also provide housing, food services, or supportive services. This may be an indication of a couple of items. One, healthcare providers are very engaged with collaborating and may be a primary entry point into services. Two, the homeless population is in need of healthcare services that include secure, safe environments for long-term treatment. Three, the healthcare industry services are an inner-related mix of hospitals, doctor offices, clinics, and insurance. For example, healthcare insurance providers do work with Medicaid programs. When individuals access healthcare, are identified as homeless, and are members of the insurance group, they can access additional benefits. There were seven questions regarding healthcare services and Table 4 shows the categories and definitions.

Table 4. Healthcare Services Definitions

Healthcare Services	Definitions
Mobile medical treatment	provide treatment for nonlife-threatening medical issues including primary medical care, wound care, reproductive health, STI testing, dental, pharmacy, and medication management by connecting with individuals where they are located
Harm Reduction	facilitate activities that support individuals in having safe substance use activities that motivate toward reduction and/or termination of substance use and, that link to behavioral health and social services for substance use treatment
Therapy/Counseling (general)	1:1, or group counseling provided by a licensed behavioral health professional to support an individual(s) coping with emotional, sociological, or psychological issues, or dealing with a mental illness (may include substance use counseling).
Substance Abuse Treatment	provides ongoing treatment that begins with an assessment, and development of a treatment plan and follows the individual through services for the purpose of eliminating dependency on substances. Multiple activities of the treatment may be provided by different levels of care by professionals, paraprofessionals, and peer workers, however, the treatment plan must be ultimately overseen by a licensed clinical professional.
Medical Assisted Substance Abuse Treatment	provides medication to assist in ending dependence on substances, for example, methadone or naltrexone.
Multi-Disciplinary Team Case Consulting	Intensive treatment, including a team of different professionals and paraprofessionals that support an individual dealing with a serious mental illness, the team works in tandem to ensure that the individual has all the medical, psychological, and supportive services needed to support and maintain independent living.
Medication Management	evaluation of the individual's medication needs after already prescribed, then monitoring compliance with taking medications as prescribed and outcomes that the individual is getting with medication for the purpose of preventing counter impacts of medication and improvement of individual's quality of life through using medication

The category with the most providers is Harm Reduction (19), followed by Therapy/Counseling (14) and Substance Abuse Treatment (11). Medical Assisted Substance Abuse Treatment had the fewest with seven (See Figure 15). Harm reduction is a program in New Mexico that is supported by the New Mexico Department of Health and the NMSA 1978 24-2C Harm Reduction Act.

Figure 15. Count of NM Providers of Housing Stability Services Responses by Types of Healthcare Services



Figures 16 and 17 show maps of healthcare providers' county and physical location points. Out of 33 New Mexico counties, 12 have at least one provider of healthcare services to the homeless. There are 21 counties that had no local service provider indicating healthcare services for the unhoused. This may overstate the availability of services in rural counties. Many rural counties with healthcare facilities continue to have difficulties in maintaining licensed health providers in community health clinics. There has been recent state funding from the NM Rural Health Care Delivery fund to try to bridge this gap. Still, many rural areas within New Mexico continue to have limited access to local providers resulting in long travel times for healthcare services and that is regardless of housing situation.

Figure 16. Map by physical locations in counties of healthcare providers

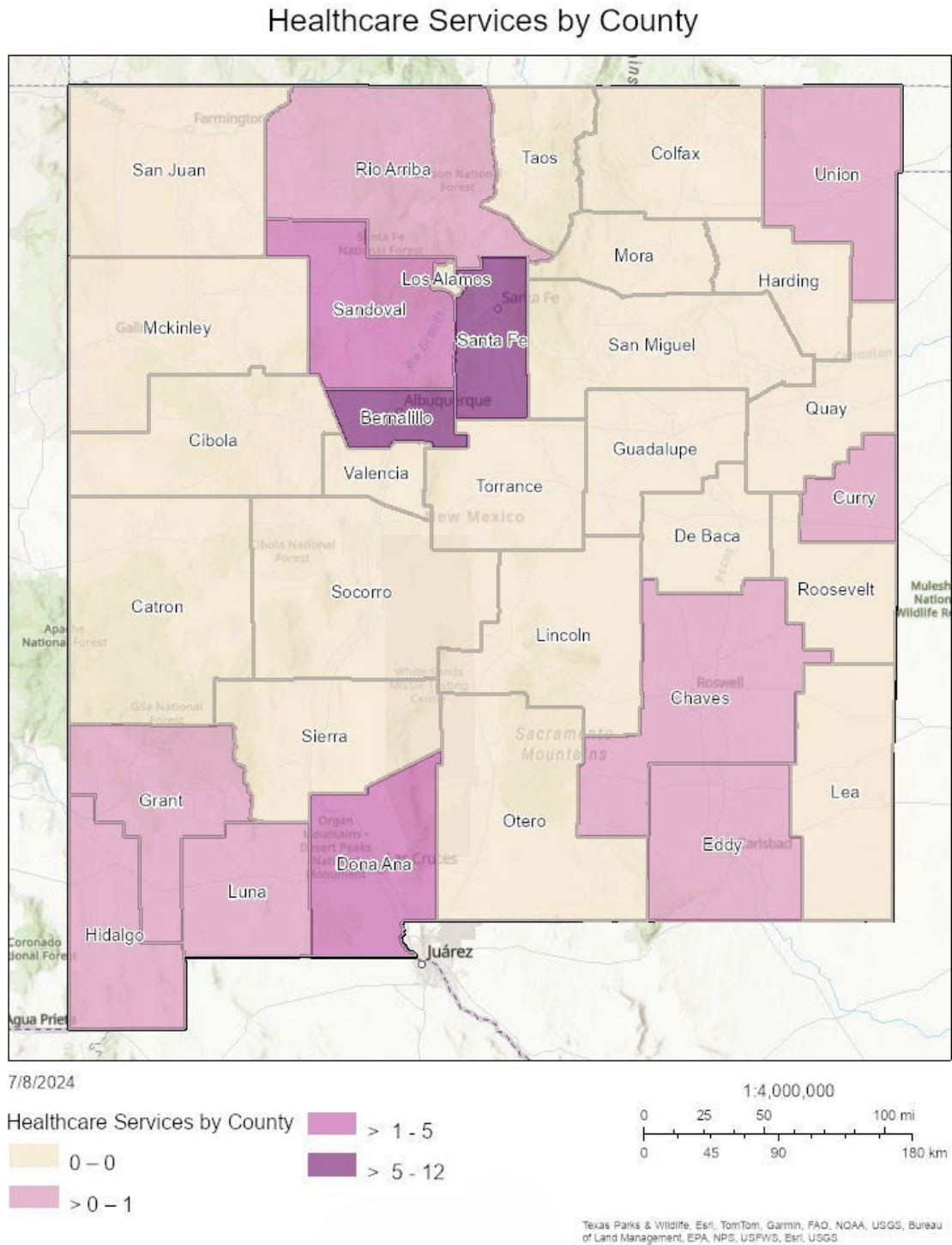
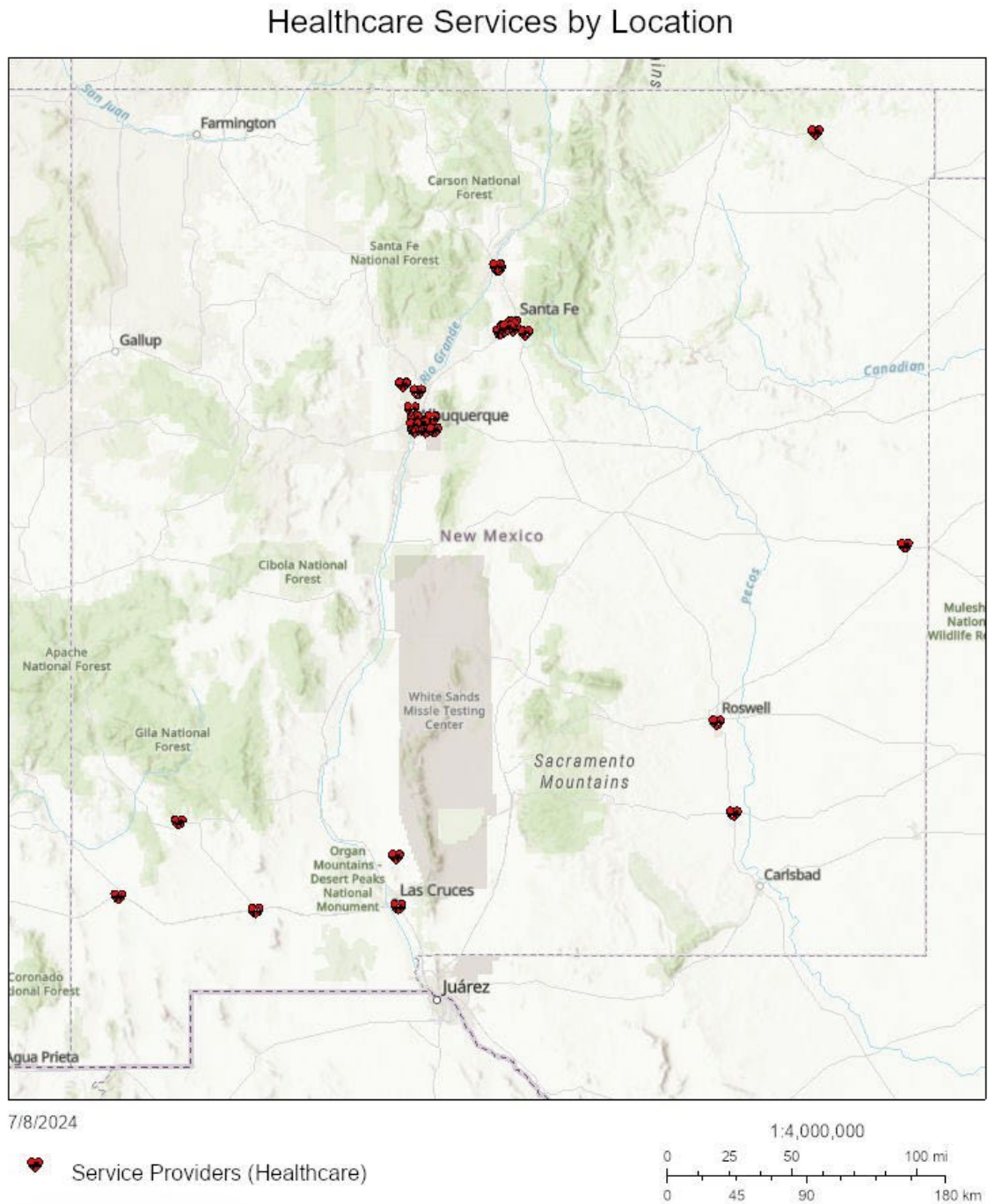


Figure 17. Map by addresses of healthcare providers



Almost all of the comments about Healthcare Services were around how specific service providers refer residents to participating groups.

"...refers residents and housing participants to agencies that provide the services outlined above."

"... school-based health centers that serve students experiencing homelessness in locations where they already are. These are not mobile. We refer students and families to the organizations in the community that serve in these capacities."

Transportation

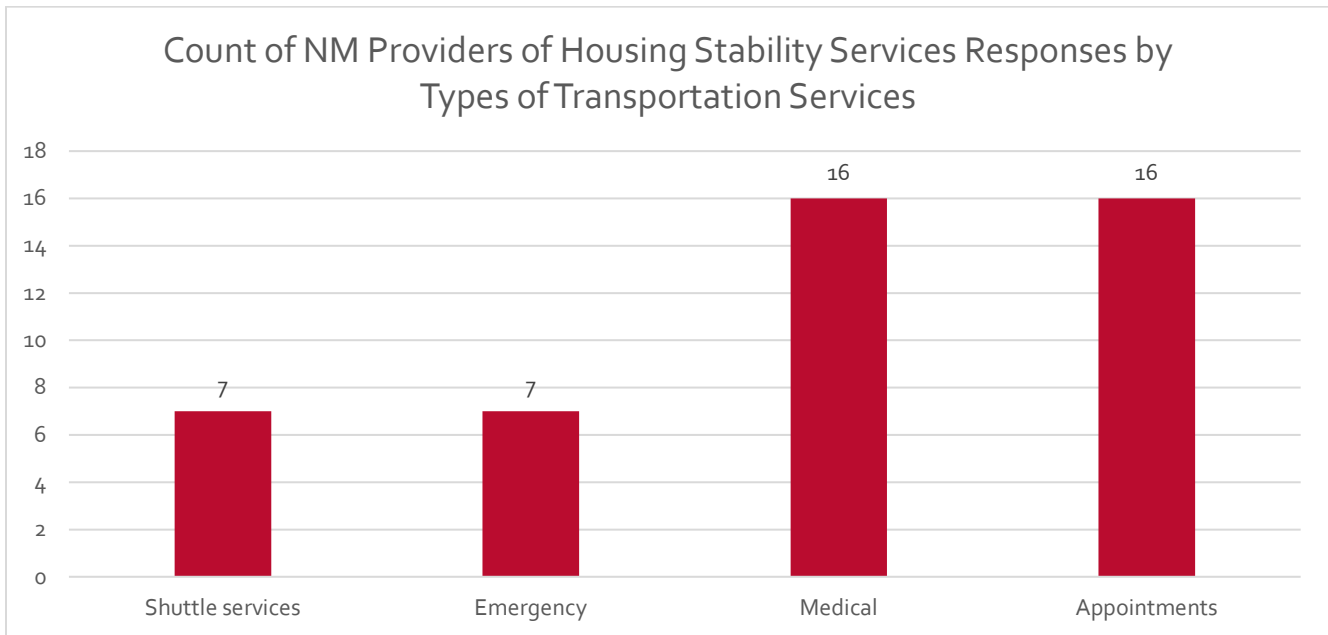
Of the service provider responses to the survey, only one claimed they provided just transportation services, and these services were specifically around healthcare. A total of 23 service providers checked transportation services for a total of 46 services. Of the 22 service providers that had other services, 19 were housing services. Transportation may represent an area of great need as NM has many rural areas. Of the 2,117,522 population tabulated for New Mexico in the 2020 Census, 538,970 were considered to be living in rural areas. That total works out to be 26 percent of New Mexicans. Below in Table 5, you will find the categories and definitions provided in the survey.

Table 5. Transportation Services Definitions

Transportation Services	Definition
Shuttle services	Fixed route and time
Emergency	includes transportation to shelters on cold nights or other immediate needs.
Medical	for doctor appointments or other scheduled medical services
Appointments	such as Job Interviews or other similar transportation needs.

A total of 22 service providers indicated they provide transportation services. The two categories most covered were Medical and Appointments at 16, with fewer selecting Shuttle services (7) and Emergency (7) (See Figure 18 on the next page).

Figure 18. Count of NM Providers of Housing Stability Services Responses by Types of Transportation Services



Figures 19 and 20 are the maps of transportation service providers by county and point location. Ten (10) counties had no transportation service providers. San Juan County considered the Farmington Metropolitan Statistical Area had one transportation service provider.

Figure 19. Map by physical locations in counties of transportation service providers

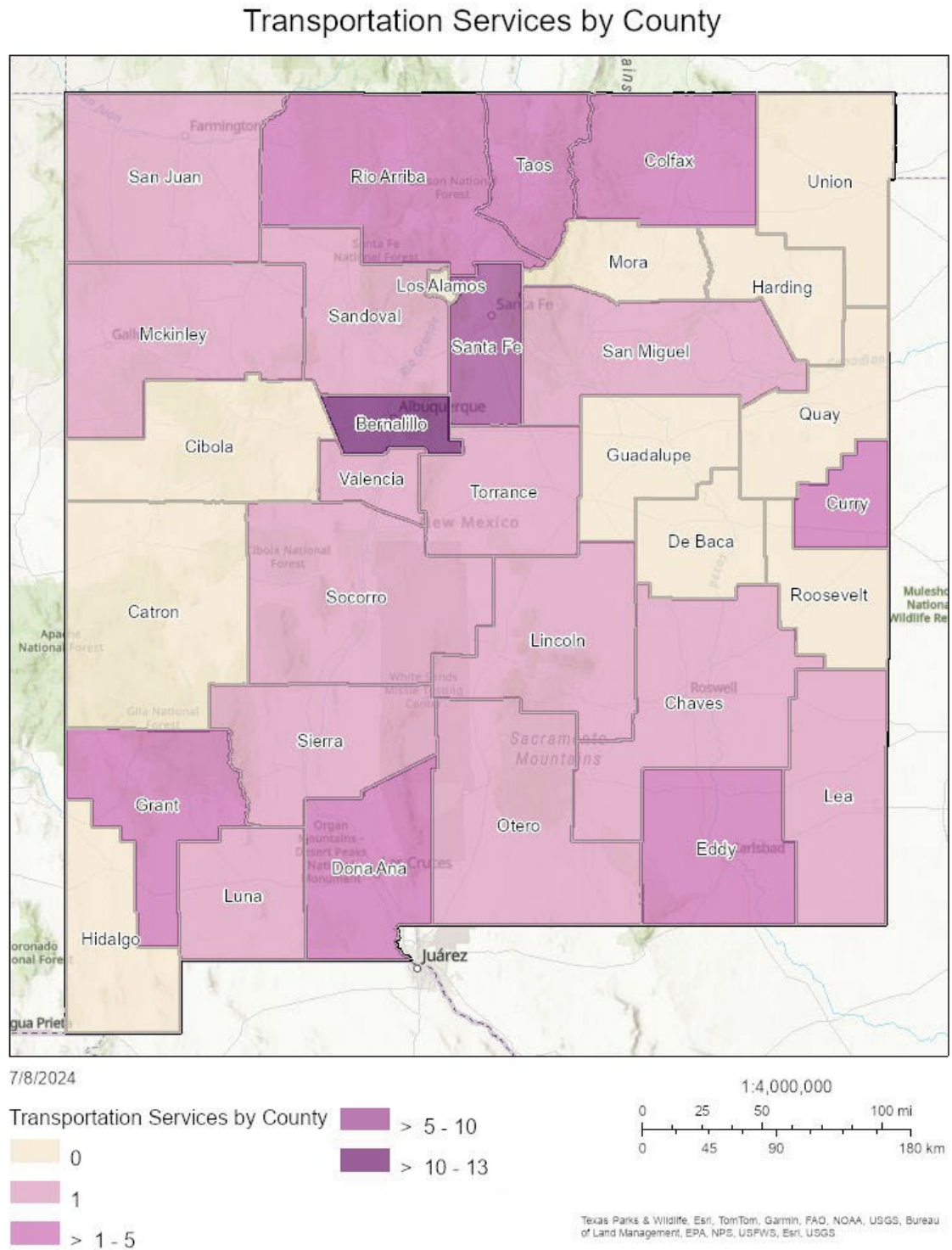
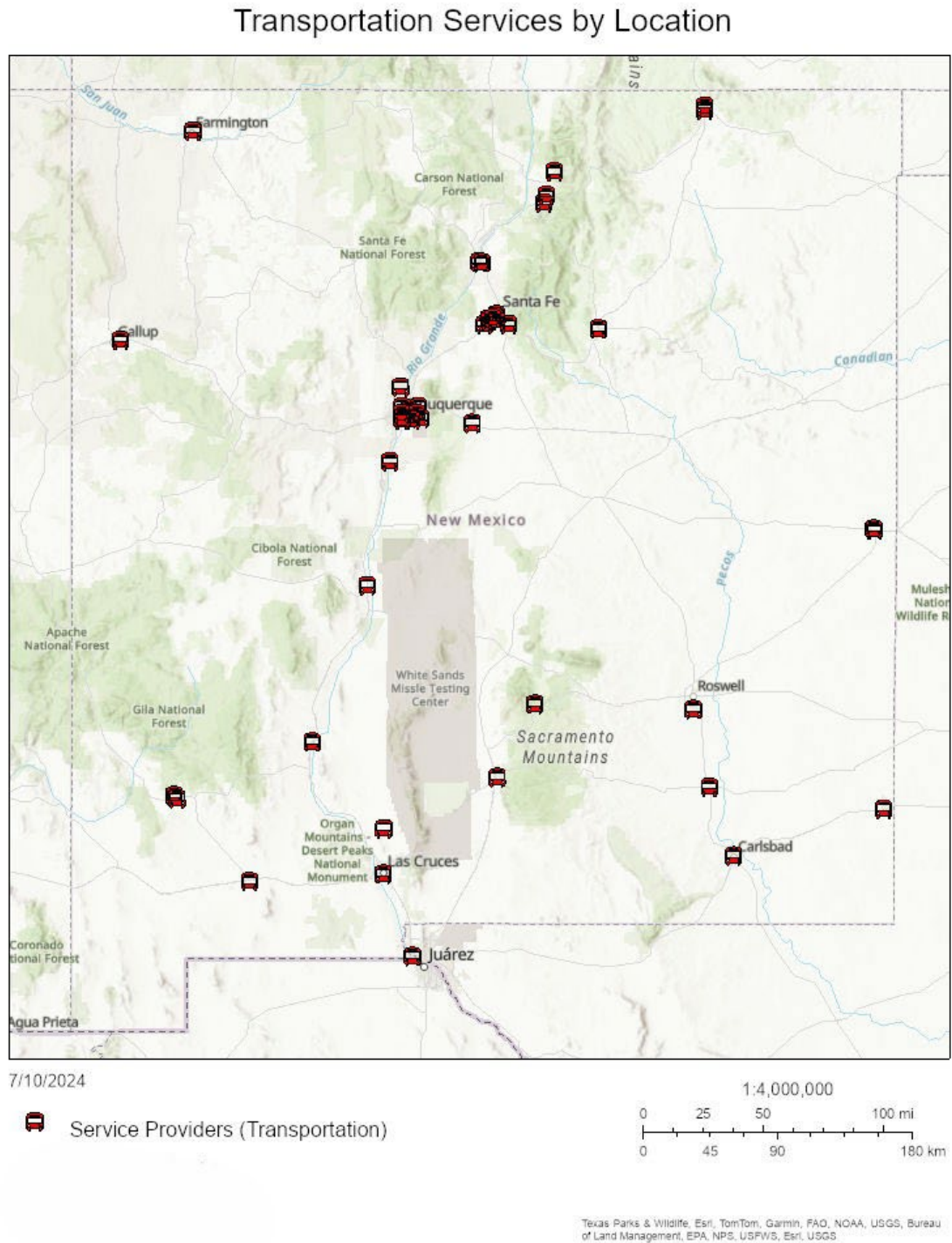


Figure 20. Map by addresses of transportation service providers



The comment section on transportation services had detailed responses. Some providers mentioned criteria for accessing transportation services. Healthcare Insurance providers responding to this survey mentioned that members might qualify for transportation services for serious medical conditions. Both Albuquerque and Las Cruces provide free buses.

"... has the ability to assist with Medicaid transportation for students to access evaluations for education. ... Title I McKinney-Vento Program instructs students experiencing homelessness and their families in the use of public transportation, requests ... bus/SUV transportation, provides reimbursement to families transporting their own children to their school of origin, and requests student ride-share services for attendance at school of origin."

"Buses are free in Las Cruces"

"We work to help our Veterans to get to various appointments. "

"provides guests with one-day bus passes for appointments and will transport some guests who are actively engaged in case management."

Supportive Services

The survey asked five defined questions on supportive services that included navigation, mobile outreach, case management, job training/hunting, education, civil legal services, policy advocacy, crisis intervention, and miscellaneous support activities. There were 37 service providers that indicated at least one of the support activities listed in Table 6. Only five service providers did not provide any supportive services in this survey, which is an indication that most providers are doing multiple services.

Table 6. Supportive Services Definitions

Supportive Services	Definitions
Navigation	provides information and referrals to individuals for housing and housing-supportive services. Navigation may be ongoing with individual or one-time support, it may include a screening/assessment that is limited to the purpose of referral.
Mobile Outreach	connecting with clients by going to the client where they are located to provide housing supportive services. For the purpose of this assessment, mobile does not include offering services within another organization's location, scheduling a meeting with a client off-site, or hosting a table/booth at a health fair-type event. It can include but is not limited to, staff going to an encampment or other unsheltered location as a

	home visit, organizing a pop-up event(s), or being called out to a location.
Case Management	provides an ongoing process that begins with an assessment, and then develops a plan with the individual to support them in finding and maintaining housing, and working on other areas in their life that contribute to housing instability. Case management, for the purpose of this survey, must include a comprehensive assessment to understand key domains impacting housing instability, unique to the client contributors, and the creation of a plan to address client goals.
Job Training/Hunting	services that support job readiness and/or skill development, for the purposes of this survey, job training does not include providing opportunities on-site for individuals to earn money doing tasks of the organization. This includes resume writing, interview practice assistance, job application assistance, job referrals, and, support groups around job hunting activities.
Education	provide assistance for GED, college, or certificate programs.
Civil Legal Services	provide legal services and/or filing fee financing in the areas of civil law, including consumer, employment and unemployment, family law, landlord/tenant, public benefits, etc.
Policy Advocacy	propose legislation, lobby for legislation, or provide testimony in support/against legislation.
Crisis Intervention	responds to individual(s) who are experiencing a psychological crisis, i.e. person is struggling with confusion, anxiety, frustration, etc. that is inhibiting their ability to make constructive decisions, the individual may be violent to self or others or engaging in reckless/dangerous behaviors, but not necessary to define crisis. Intervention may be as a result of mobile outreach, dispatched to an individual, or a person brought to the intervener. For the purposes of this study, a crisis intervention team within the organization that responds to on-site clients if they begin to experience a crisis does not fall into this category.
Miscellaneous Support Activities	Anything not covered elsewhere.

There were a total of 129 services counted with most of them in Mobile Outreach (22), Job Training/Hunting (19), and Crisis Intervention (15) (See Figure 21. Count of NM Providers of Housing Stability Responses by Types of Supportive Services). Miscellaneous Services, which actually ranks in the top three with 17, included such services as shelter for pets and support animals, money for utilities, cell phones, tablets, internet access, homelessness prevention, and safe exchange and supervised visitation for domestic violence/family court

cases. The maps in Figures 22 and 23 show the locations of support services in New Mexico. For supportive services, eight out of New Mexico's 33 counties had no physically located support service providers.

Figure 21. Count of NM Providers of Housing Stability Responses by Types of Supportive Services

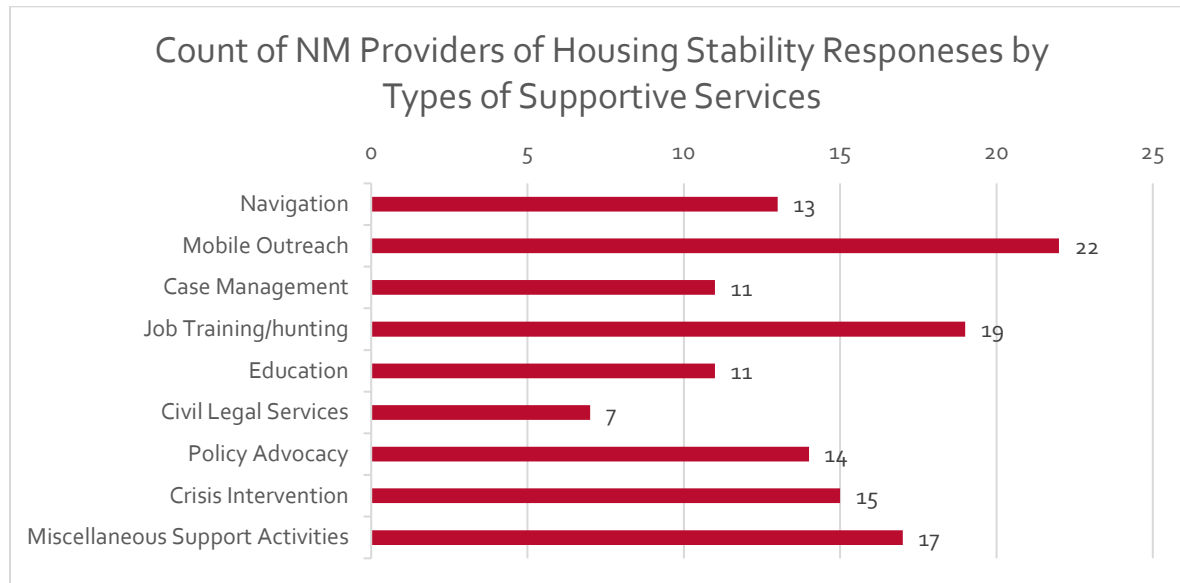


Figure 22. Map by physical locations in counties of supportive service providers

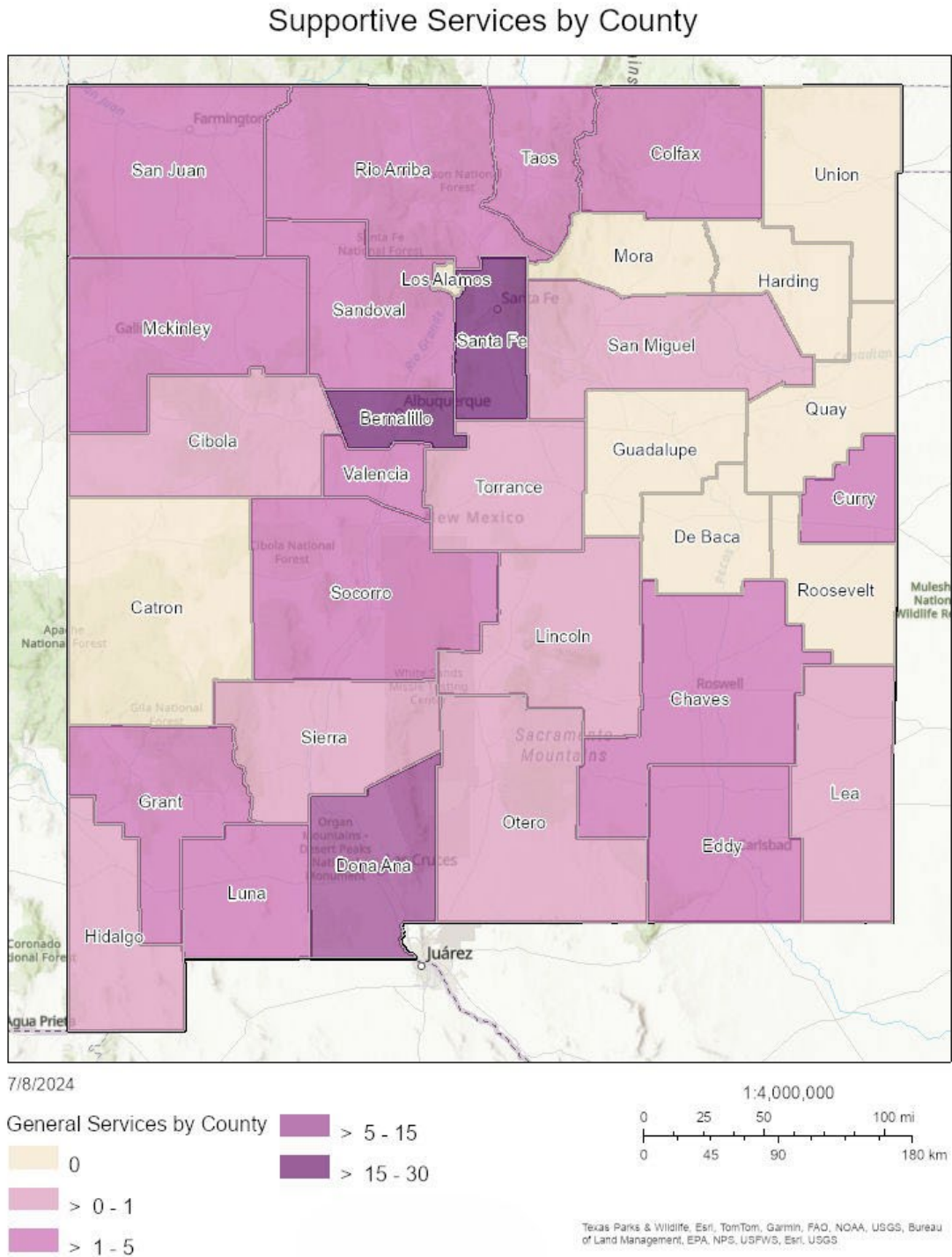
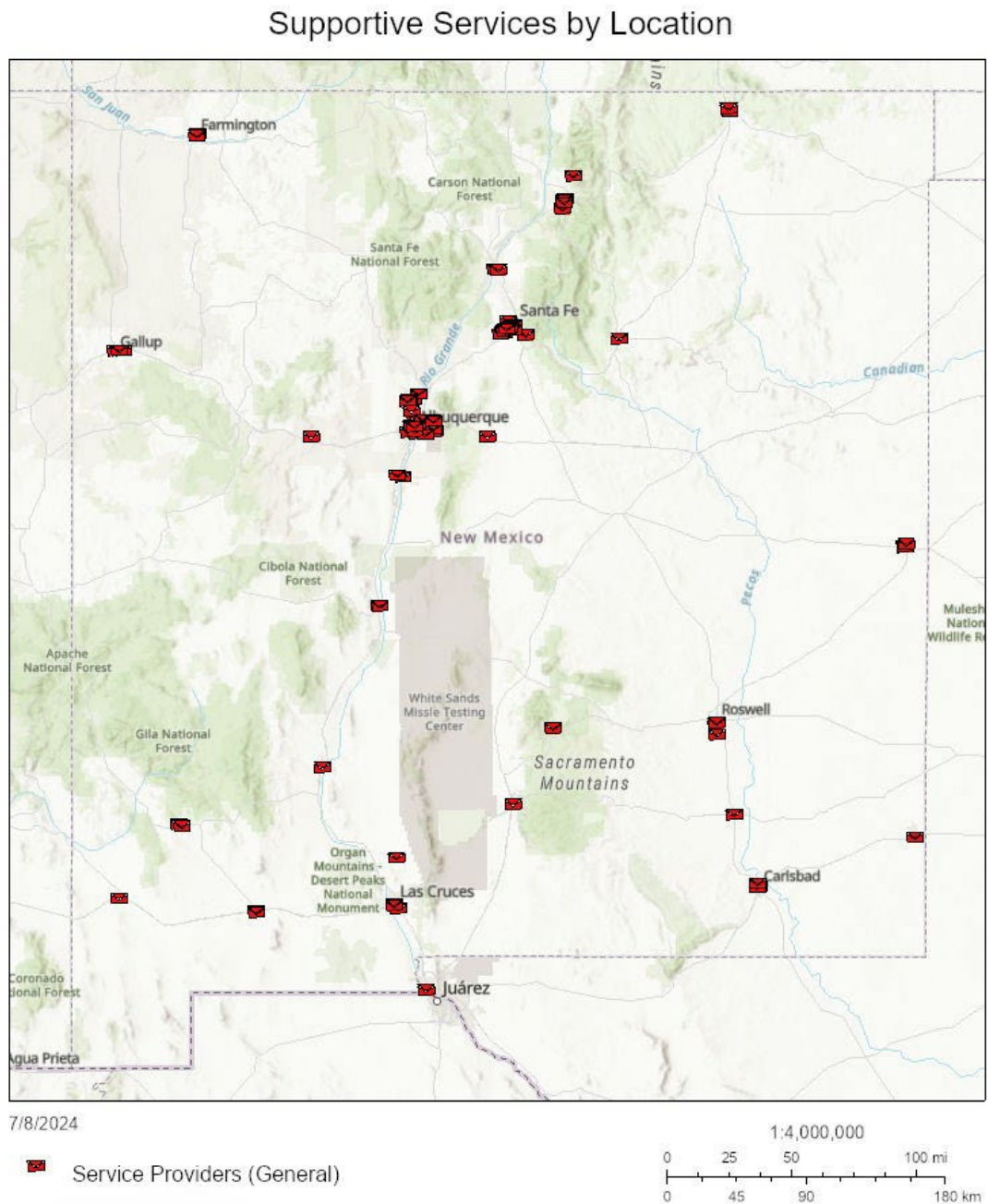


Figure 23. Map by addresses of supportive services providers



Additional supportive services comments mentioned by respondents were multiple and illuminating. Looking for a commonality in the answers, two came up: helping individuals apply for other programs and basic skills training. Another comment that stood out was on training for current staff and other providers or on working with trauma victims.

"Digital literacy"

"...help with accessing VA and other benefits."

"...Trauma Trainings for Educators."

"We assist with obtaining birth certificates, social security cards, SNAP, Medicaid, etc."

Populations Served and Qualifying Criteria

In addition to being homeless, many service providers identify specific populations that they support such as veterans, domestic violence victims, at-risk teens, public school students, individuals with developmental disabilities, ex-felons, and many more. Each of these populations represents in addition to "Homeless" unique service challenges. These specific populations might also represent limitations on access to services. An example would be a shelter that only assists homeless men in an area where no shelters exist to help homeless women. It should be noted that to provide safe services to say youth or other specific populations, different shelter types are important. One service provider that focused on providing housing for women in domestic violence situations also provided housing vouchers for men facing similar situations. Alternately, a shelter that specifically identifies that it aims to help veterans may also provide support for nonveterans as they might not screen or turn down services to individuals based on veteran status.

"No, we welcome anyone who is hungry, no questions asked."

There were two questions on the survey asking about the populations served and qualifying criteria. The first question allowed the service provider to check the choices listed in Table 7. One provider checked every choice, alluding to the reality that many providers have multiple programs that are aimed at specific groups. Additionally, Veterans-only service providers may also provide services to families of veterans. Thirteen (13) service providers only selected any people experiencing homelessness. An additional five service providers selected single categories with two in disabled and one each in family, low-income, and substance-dependent/abuse.

Table 7. Populations Served

	In combination	Only
Any people experiencing homelessness	9	14
Men	10	
Women	11	
Family	12	1
Women and children	10	
Children\Adolescents	6	
Teens\Young adults	9	
At-risk youth	7	
Veterans	7	
Disabled	7	2
Low Income	9	1
LGBTQ people	6	
Substance-dependent/Abuse	8	1

Of the 39 service providers responding to the survey question “Are there any specific criteria that individuals need to meet to qualify for your services?”, only four had no qualifying criteria. This means anyone who was in need and asked for help would be served. The populations and/or qualifying criteria mentioned included items such as 30 days of sobriety, passing intake evaluation, no current felony, being at least 18 years old, being a veteran, public school attendance area or currently attending a public school, victim of domestic violence, etcetera. Many providers mention more than one criterion. Technically populations served and criteria to qualify vary and are based on grant programs or funder requirements. Making sense of these criteria is a challenge. Reviewing the data, it can be categorized into the following eight groups in Table 8.

Table 8. Criteria to Qualify for Services

	Criteria Categories
1	Gender
2	Age
3	Income
4	Domestic violence or victims of crimes
5	Health Issue
6	Intake evaluation
7	Part of another program
8	Veterans (and their families)
9	30 days sobriety

This criteria list actually takes into account the populations served such as gender (men, women), age (youth or adults), income, and veterans. Many of the service providers for domestic violence or victims of crimes focused on women and children but then the same providers also selected “men” in the populations served. In future surveys, domestic violence and victims of crimes should probably be an option for the populations served question. Health issues and 30 days of sobriety are different because one was a criterion for needing service and the other was a criterion that is more of a barrier to services. Finally, intake evaluation and part of another program are systems that are in place because of experience of what works; That is, often service providers have limited resources and they know they have better success if applicants come in from another program ready for the services they have or fit the intake evaluation.

There are two takeaways from the populations served and the criteria for services. These represent populations identified for services based on funding source definitions. In some cases, these definitions are to serve more than just the homeless. It’s that some of the individuals who qualify are more likely to be vulnerable to housing instability. Additional criteria may be because of limited funding and a need to identify the individuals most likely to benefit from the providers' services.

“Show up with some sort of idea and if they don't we send them someplace to find them.”

“varies based on the program & funder requirements”

Funding

Only 38 of the service providers responding to the survey shared their funding breakdowns. Of the service providers responding to this survey, nine indicated 90 to 100 percent funding in a single category with Donations (2), HUD (3), Other Federal (1), and State or Local Government (3) (See Table 9). Most responders to the survey had more than one funding source. Donations and Philanthropic Organizations appear to be an option that helped fill in the funding needs for some service providers. Donations as a funding source were 10 percent or less for most service providers. However, there were four providers at 50 to 100 percent of funding

from donations. Some of the items mentioned in the Other category included leased employees, fees, and income from investments. One service provider mentioned the Bernalillo County Behavioral Health Gross Receipt Tax income that was passed in 2015.

Table 9. Funding by Origin

Funding							
	Donations	HUD	Other Federal	State or Local Government	Philanthropic Organizations	Revenue from sales of goods or services	Other
Zero	13	22	17	9	21	32	35
>0 to 10%	13	2	4	6	9	4	3
11% to 50%	8	9	11	12	7	1	0
50% to 89%	2	2	5	7	1	1	0
90% to 100%	2	3	1	3	0	0	0

BBER looked at the IRS Form 990 for 75 nonprofits on our list and found that the total revenues reported for 2021, the most complete year of data available, was \$597,525,000.

The US government awarded \$38.0 billion in direct payments, contracts, and grants to New Mexico for FY 2023 as reported on the [usaspending.gov](https://www.usaspending.gov) website. Of that government spending in New Mexico, the Department of Health and Human Services received 9.2 billion and HUD dollars accounted for 254.8 million. More research is needed to determine how much of this funding directly impacts the population of unhoused individuals.

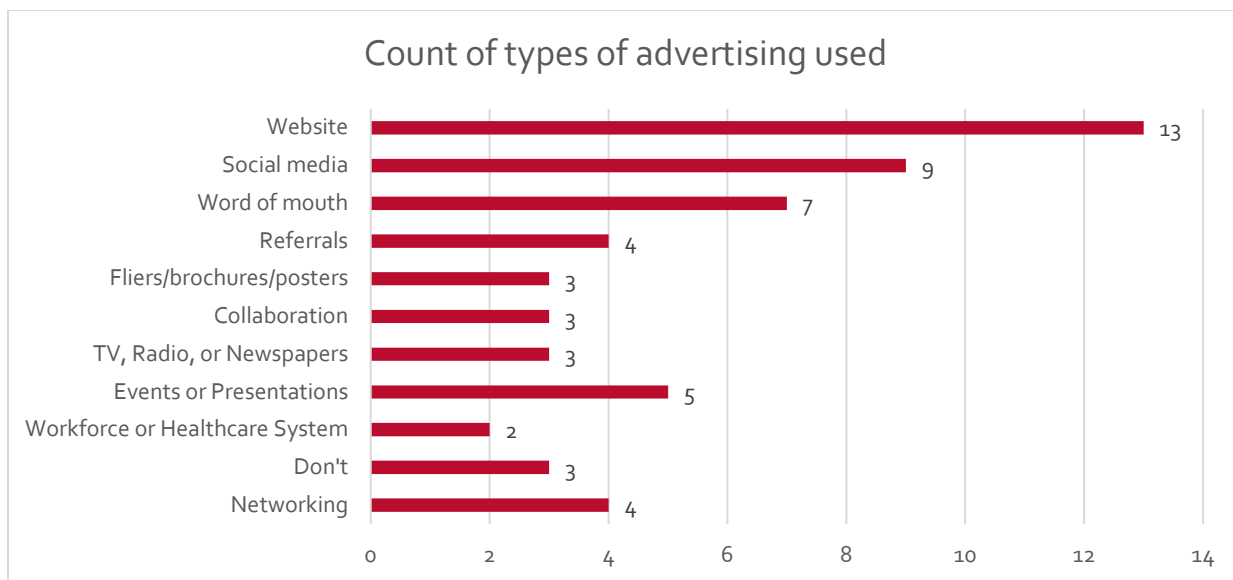
It is important to consider funding sources available to service providers. Government-funded programs will have guidance and regulations around how the money is spent. This is both good and difficult. It is good in that the dollars must be spent on what the tax dollars were collected to be spent on. It is difficult in that it doesn't give the providers the ability to adjust to individual needs as creatively. They must meet strict spending criteria. There are also reporting requirements that will take time to complete. Donations, revenue from sales, and other types of funding may allow nonprofits more flexibility. Finally, all types of funding will have variability in amounts. For example, government sources are available based on federal and state-passed budgets. Donations and revenue of sales can be variable based on the economy and generosity of the public. Another item to consider is that most providers are 501(c)(3) and need to follow specific rules to maintain this status with the IRS.

Often comments to the survey around funding included the words that service providers are siloed by funding. Many providers may find maintaining stable funding difficult and time-consuming. Some providers may feel that they are competing with other providers for funding even if it's federal grants or donors giving.

Services Publicized

How do people experiencing homelessness know about and find services? The survey asked 'How do you advertise your services?'. There were 36 responses to this question. During BBER's research, almost all service providers do have websites or are mentioned on partner websites, and in fact, most service providers indicated websites followed by social media (See Figure 24. Count of Advertising Used). Referrals (4), Collaboration (3), Networking (4), and Workforce or Healthcare System (2) are indications of the service providers supporting each other. Many service providers had multiple ways to "get out the word." Very few mentioned TV, radio, or newspapers as traditional marketing avenues. Few even used fliers/brochures/posters, or events/presentations. Many service providers actually rely on "Word of Mouth." Some even said flat out "No, we don't advertise."

Figure 24. Count of Advertising Used



On the surface, this looks like an area where there may be a lack of communication with potential clients in need. In fact, one service provider mentioned the need to educate people as they often don't know what is available. There are a few items to consider. The unhoused might not have access to television, newspapers, or even the internet. So maybe "word of mouth" is the best way to connect with the unhoused. The traditional marketing options are still useful as family and friends might be able to access them and tell the unhoused about the programs. Advertising takes money and time which many nonprofits might feel is a waste when they have plenty of clients where the money and time are better spent. Many service providers mentioned the extreme need they see in the community and that they had waiting lists to access their programs. Finally, it may be that some providers can't handle an increased caseload as advertising more than "word of mouth" might overwhelm them.

Challenges Faced

Communication

Communication between service providers is definitely an area that is a challenge. To the question, 'Do you feel that coordination with other service providers, government, and funders to build an adequate holistic response system in your area is adequate?' There were 37 written responses. We categorized the answers into "Yes", "No", "Sort of", and "Not sure". See Table 10. Even when service providers said yes, they mentioned that coordination could still be better and often that investment in communication needs to be continuous.

Table 10. Is Coordination Adequate?

Yes	No	Sort of	Not sure
11	15	10	1

Comments on challenges included the following six areas: funding difficulties, more providers needed, lack of community support, staff turnover, rural areas, and Government/Nonprofit relationships.

Effectiveness of Services

The survey asked how organizations measure the success of their programs and 36 responded to the question. Many mentioned that they use the Homeless Management Information System (HMIS) system, some only have the point-in-time or PIT count conducted by the Department of Housing and Urban Development done once a year in January. In general, there are two ways that organizations look to measure their success. One measure is "By the Numbers" which highlights the count of people helped or how many meals were served. How many referrals were made? Almost every provider also mentioned a second measure based on accomplishments or outcomes. Such things as improved stability for individuals or a better situation after the individuals left the service provider. Some programs are focused on educational outcomes, healthcare outcomes, or even judiciary outcomes of less recidivism. This sort of long-term outcome seemed to be a part of the goal for each of the service providers (See Table 11).

Table 11. Measures of success of programs

Measuring Success	
By the numbers	By accomplishments
# of people in the program	The positive exit of a program with long-term sustainability
# of services provided	Lack of turnover or move to stability
# of meals served	Decreased in the number of people picked up for public intoxication

# of people in a job	Increasing income
# of referrals	Educational outcomes such as achieving a high school diploma or equivalent
# of people moved into housing	Less hospitalization or emergency room visits
	Recidivism vs. post-stay engagement

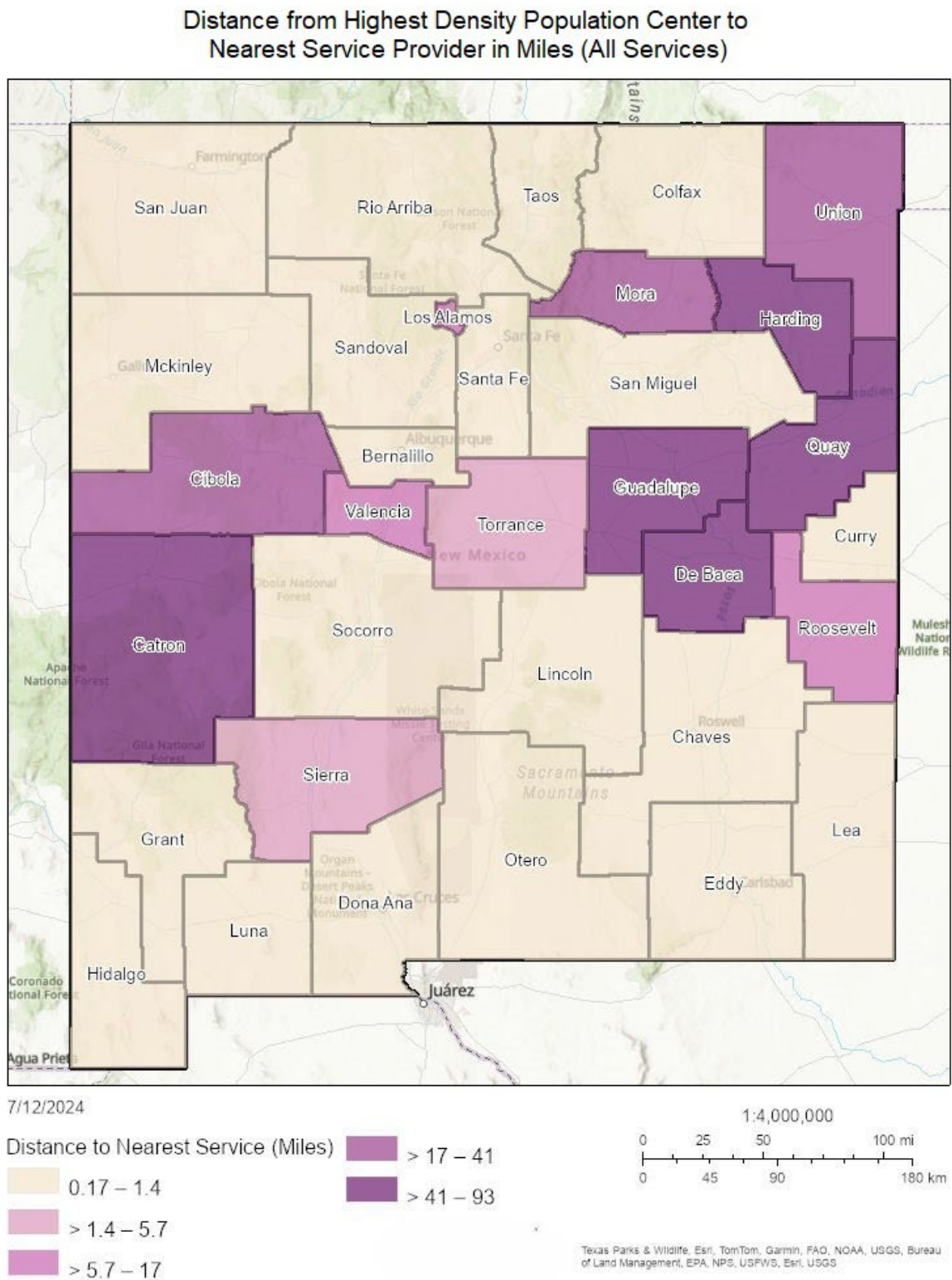
A follow-up question was asked on what data if any the service providers collected on individuals accessing their services. The answers ranged from none, pit count, demographics, to “Too many to list.” Some mentioned they have a hard time collecting data and others that their partners collected data for them. Some use the HMIS and other software for data collection while others use a “daily sign-in sheet.” One provider mentioned working with the UNM Evaluation Lab recently to come up with better ways to evaluate their programs. In general, the responses here indicate funding source requirements. For instance, if the funding source for a provider was HUD then the service provider collects what they need for that funding.

Gaps in Services

There are at least 102 New Mexico service providers to the homeless with 182 locations. Yet, many counties do not have physically located offices. Figure 25 shows a map depicting the distance to services from the highest-density population center to the nearest service provider in miles. Someone who becomes homeless in Reserve New Mexico (Catron County) would need to travel approximately 93 miles to access the nearest housing stability program and 107 miles to access an emergency shelter. Realistically, individuals experiencing homelessness probably travel to urban areas for services. Thus putting more stress on service providers in these other counties.

Throughout this report, very rural counties stood out as an obvious gap where individuals would have distance as an obstacle. This does not mean that physically locating a provider in every county would make sense because population numbers are much lower. However, it does follow that transportation services in rural counties are important in helping low-income and unhoused individuals access services, especially since rural areas don’t have urban bus systems. Finally, Appendix A-6 has further details for each of the counties on the distance traveled for housing, food, and healthcare.

Figure 25. Distance from physical location of services in Rural Counties



Next Steps

This survey was an effort to understand the landscape of services that are available to the unhoused or homeless individuals in New Mexico. Specifically looking at mapping of services by provider location to try and identify gaps. However, comments to the survey questions have bubbled up topics and issues that really would be valuable to investigate.

1) There is a need for better data.

Part of the equation in figuring out if enough resources are being made available is to know how many people need the resources. However, people who are about to become homeless or are homeless may not want to be counted. Often they are only identified when they apply for services. HUD numbers don't tell the complete story since they are done once a year, don't count the whole state, and may not represent the need throughout the year. An idea of a statewide measure was to look at deaths due to overdose or exposure of those who are homeless. Currently, death certificates do not capture if the individual is homeless. This is a data collection item that would be very helpful to have.

2) Funding and silos

A question that came to mind based on comments related to "not enough housing" or "not enough funding" is whether the current services are overwhelmed. This then leads to the question "How much time and money does it take to move someone from homeless to stable". Many of the survey responses indicated that individuals are often referred to partners. Thus, individuals might need to apply to multiple providers to receive the necessary support to become housed. Research around this would need to be based on different scenarios of say losing a job and couldn't pay rent that spiraled down. And situations dealing with healthcare issues were in the types of services, time, and funding would be different. This is definitely an area that needs more research to understand fully what are the true needs for funding.

BBER did a basic look at the funding currently occurring based on the responses to the survey, IRS form 990, and overall Federal Government Spending. Much more could be done that might help inform better collaboration around program criteria and populations served. Certainly just trying to understand the criteria people need to meet for service programs which is based on the funding source is a process.

3) Coordination and collaboration.

Based on the survey responses, more work and continuing work on communication, and coordination and collaboration would be helpful. This is certainly an area where the state could take the initiative to bring all service providers together once a year to build on strengths and understand all the different services throughout the state. It might also help bridge the knowledge gap that happens with staff turnover. This also might help identify areas for policy implementation.

Methodology

The survey focused on entities that provide housing stability services to the homeless in New Mexico. This includes governments, nonprofits, charities, and for-profit businesses. Many online sources of the types of services provided by these entities are general and sometimes unclear. For example, service providers who list case management don't specify if they collect data on an individual, do an assessment, develop a plan, and do regular follow-ups with the individual. There is a need to clarify exactly what types of services are being offered. Additionally, there is a need to understand the locations and areas of service that are being provided. Finally, figuring out how this work is funded is essential to planning and policy development on how to best address the needs of the service providers to the homeless.

Design

The survey is designed to be as easy as possible to ensure the highest possible response rate. The questions asked were as specific as possible to obtain the information needed to understand the landscape of services to the homeless in New Mexico. Respondents were asked a total of 87 questions of which 33 were simple Yes or No with a follow up "If you responded yes, please list the addresses where this is provided. If for safety purposes you are not able to provide the address, please list a general location, such as NE Albuquerque or SW Farmington." Topics included location where services were provided, types of services provided, funding, populations served, criteria for qualifying for services, coordination, and how they measured impact. The survey grouped the services into five sections: housing/shelter, food, transportation, healthcare, and supportive services. The survey took an estimated 15 minutes to answer. See the Appendix (starting on page 54) for the complete set of materials in the survey tool. The Office of the Governor supplied definitions of specific services for which data was needed. The questionnaire contained an assurance that only aggregated data would be published and that information about specific nonprofits and profits would remain confidential. Survey respondents were promised access to the final report.

An initial list of providers of services to the homeless was provided to BBER by the Office of the Governor. This list came out of a convening of providers by the Office of the Governor in the Fall of 2023 and had a total of 112 providers. Deduplicated the list had 98 unique organizations. This list was supplemented with local searches online using Google, Sharenm.org, and links or mentions from related providers' websites. BBER worked to add information on providers including multiple location addresses, longitude, latitude, emails, industry codes, NTEE codes, mission statements, and, geography served to the list prior to surveying.

BBER used Qualtrix, an online survey tool, to collect the data from service providers. An initial email from the Office of the Governor was sent out on May 10, 2024 (See Appendix A-3 for email). The governor's office added an additional 14 organizations to survey on May 20, 2024. To increase responses, BBER staff did a second email on May 21, 2024. One last email was sent on May 26, 2024, asking for survey participation. Finally, from June 1 to June 14, 2024, BBER staff made 97 attempted phone calls to nonresponders. Fourteen (14) surveys were done over the phone.

Response

The survey was emailed to all identified contacts of providers of housing stability services to the homeless in New Mexico. Initial responses received were filled out online survey by 41 of the providers. Starting June 1, 2024, BBER staff called all remaining providers on the list once. In many cases, we left messages and did a second follow-up. A few numbers (4) turned out to be incorrect. BBER staff attempted to find the correct contacts and were successful on one. Of the remaining ones, two turned out to be disconnected numbers for providers no longer open. We had one left with no way to contact them. Additionally, two contacts were updated as new people to their organization and three emails were updated. During the follow-up calls one provider declined to participate. In all, BBER staff made 97 attempted contacts for the non-response follow-up.

In the end, there were 102 homeless service providers identified with 184 locations statewide. There were 55 surveys returned resulting in a 54 percent response rate.

Appendix

Service Providers by Industry with comparison NM Industry Employment & Wages	A-1
Survey Email Invite	A-3
Survey Qualtrix Tool	A-4
Distance from Highest Density Population Center to Nearest Service Provider	A-25

Providers by Industry with Comparison to NM Industry Employment and Wages

Code	North American Industry Classification Title	NM Count of Homeless Service Providers ³ , May 2024	NM Number of Estabs. ¹	% of Estabs.	NM Average Quarterly Employment ¹	NM Average Weekly Wage ¹
524	Insurance Carriers & Related Activities	2	1,426	0.1%	10,715	\$ 1,492
524114	Direct Health & Medical Insurance Carriers	2	79	2.5%	4,766	\$ 1,237
541	Professional, Scientific, & Technical Services	2	8,854	0.0%	69,651	\$ 1,737
541110	Offices of Lawyers	2	1,165	0.2%	4,517	\$ 1,548
11	Educational Services	3	1,712	0.2%	69,150	\$ 1,344
611110	Elementary & Secondary Schools	2	618	0.3%	44,146	\$ 1,025
611310	Colleges, Universities, & Professional Schools ²	1	232	0.4%	16,056	\$ 886
621	Ambulatory Health Care Services	4	3,846	0.1%	48,183	\$ 1,246
621420	Outpatient Mental Health & Substance Abuse Centers	1	84	1.2%	1,234	\$ 1,161
621498	All Other Outpatient Care Centers	3	148	2.0%	2,551	\$ 1,136
622	Hospitals	2	130	1.5%	43,304	\$ 1,536
622110	General Medical & Surgical Hospitals	2	82	2.4%	40,690	\$ 1,539
623	Nursing and Residential Care Facilities	1	403	0.2%	14,657	\$ 1,010
623220	Residential Mental Health & Substance Abuse Facilities	1	38	2.6%	979	\$ 1,057
624	Social Assistance	64	6,771	0.9%	38,977	\$ 850
624110	Child & Youth Services	9	143	6.3%	1,367	\$ 597
624190	Other Individual & Family Services	10	694	1.3%	5,975	\$ 995
624210	Community Food Services	7	24	29.2%	226	\$ 678
624221	Temporary Shelters	32	52	59.6%	982	\$ 753
624229	Other Community Housing Services	5	17	29.4%	292	\$ 1,034
624310	Vocational Rehabilitation Services	1	80	1.3%	1,836	\$ 740
813	Religious, Grant making, Civic, Professional, & Similar Organizations	11	1,406	0.8%	6,282	\$ 1,134

Code	North American Industry Classification Title	NM Count of Homeless Service Providers ³ , May 2024	NM Number of Estabs. ¹	% of Estabs.	NM Average Quarterly Employment ¹	NM Average Weekly Wage ¹
813110	Religious Organizations	2	105	1.9%	225	\$ 751
813311	Human Rights Organizations	3	77	3.9%	319	\$ 1,061
813312	Environment, Conservation & Wildlife Organizations	1	159	0.6%	865	\$ 1,365
813319	Other Social Advocacy Organizations	3	206	1.5%	813	\$ 858
813410	Civic & Social Organizations	1	220	0.5%	1,518	\$ 543
813920	Professional Organizations	1	84	1.2%	264	\$ 1,525
921	Executive, Legislative, & Other General Government Support	1	420	0.2%	7,044	\$ 1,307
921150	American Indian & Alaska Native Tribal Governments	1	35	2.9%	7,044	\$ 827
922	Justice, Public Order, & Safety Activities	4	652	0.6%	20,028	\$ 1,636
922110	Courts	2	133	1.5%	2,650	\$ 1,316
922120	Police Protection	1	167	0.6%	8,823	\$ 1,798
922150	Parole Offices & Probation Offices	1	34	2.9%	418	\$ 986
923	Administration of Human Resource Programs	6	149	4.0%	6,721	\$ 1,227
923120	Administration of Public Health Programs	2	23	8.7%	971	\$ 1,453
923130	Administration of Human Resource Programs (except Education, Public Health, & Veterans' Affairs Programs)	3	69	4.3%	3,416	\$ 1,123
923140	Administration of Veterans' Affairs	1	19	5.3%	205	\$ 1,491
925	Administration of Housing Programs, Urban Planning, & Community Development	2	112	0.9%	1,354	\$ 1,350
925110	Administration of Housing Programs	1	74	1.4%	857	\$ 960
	Total of Selected NAICS	102	25,881	0.4%	336,067	

¹ US Bureau of Labor Statistics; Quarterly Census of Employment and Wages, 2023 Quarter 3

² Some data are suppressed at this industry level

³ Industry code of individual providers was determined by staff at the Bureau of Business & Economic Research

Survey Email Invite

Dear Homeless Provider,

My name is Amy Whitfield Housing and Homelessness Advisor to the Office of the Governor of New Mexico. We are having the UNM Bureau of Business and Economic Research conduct a survey of homelessness service providers in New Mexico. This survey will help in a better understanding of the full spectrum of existing services for people experiencing homelessness throughout the state. At the statewide level, we wish to understand the current services available and where they are provided throughout the state, to determine how policy and funding can be leveraged to close the gaps.

Your organization plays a vital role in supporting individuals and families experiencing homelessness in our community. Your unique perspective is invaluable to this research.

The survey will take approximately 15 minutes to complete and covers topics such as the services your organization provides, the needs you see in the community, what collaboration with other agencies occurs, and the impact of your work. All responses will be kept confidential, and the results will be used in a report that will be shared with participating organizations and relevant stakeholders.

Your participation will help us:

- Identify gaps in having a strong, comprehensive service system across the state,
- Determine ways to leverage current resources for growing services, and
- The need for future investment.

To access the survey, please click on the following link: [Take the Survey](#)

The survey will be open until May 31, 2024. We encourage you to complete it by then.

If you have any questions about the survey or would prefer to do the survey over the phone, please feel free to contact Suzan Reagan at sreagan@unm.edu or 505-277-3038.

Thank you for your time and consideration. Your participation is greatly appreciated.

Sincerely,

Amy Whitfield
Housing and Homelessness
Office of the Governor of New Mexico

Follow this link to the Survey: [Take the Survey](#)

Or copy and paste the URL below into your internet browser:

https://survey.az1.qualtrics.com/jfe/form/SV_b8fdBZf57rlQhr8?Q_DL=iFq44EMzugBZJat_b8fdBZf57rlQhr8_CGC_ih36GEq4PBhzoaq&Q_CHL=email

Follow the link to opt out of future emails: [Click here to unsubscribe](#)

Survey

Survey of Providers to the Homeless for the New Mexico Governor's Office

Start of Block: Default Question Block

Gathering feedback from service providers can help us understand the current availability of services to people experiencing homelessness in New Mexico. We intend to map out where gaps in services might be across the state. We distinctly want to identify areas where service provision could benefit from the growth of services. Ultimately the answers you provide will help us understand the landscape of services to the people experiencing homelessness and provide insight into area needs. All individual answers will be confidential and only aggregate data will be published.

End of Block: Default Question Block

Start of Block:

The first items will be questions about the services that you provide for people experiencing homelessness. Each item will have a definition. Please read the definition and select Y or N for the specific item. A second related question on location that you provide that specific service at. There will be five sections covering Housing/Shelter, Food, Transportation, Healthcare, and Supportive Services. At the end of each section, you will be invited to provide additional comments.

End of Block:

Start of Block: Housing/Shelter

Housing/Shelter

Housing/Shelter Emergency Shelter: provides temporary shelter, up to 30 days maximum, for people who do not regularly have stable housing because of a lack of tenancy. For the purpose of this assessment, emergency

shelter does not include shelter for those who have tenancy rights but need to leave it for an emergency reason, such as violence in the home or an impending natural disaster (fire, flood, etc.)

☐ Yes (1)

☐ No (2)

If you responded yes, please list the addresses where Emergency Shelter is provided. If for safety purposes you are not able to provide the address, please list a general location, such as NE Albuquerque or SW Farmington.

Housing/Shelter Shelter Vouchers: provides vouchers that will provide temporary shelter, up to 30 days maximum, for people who do not regularly have stable housing because of a lack of tenancy in a location that accepts the voucher and the individual chooses.

☐ Yes (1)

☐ No (2)

If you responded yes, please list the addresses where Shelter Vouchers is provided. If for safety purposes you are not able to provide the address, please list a general location, such as NE Albuquerque or SW Farmington.

Housing/Shelter Temporary Housing: provides temporary shelter, up to six months maximum, for people who do not regularly have stable housing because of a lack of tenancy, and the bed/unit is reserved for them regardless of their attendance at the location on any given timeframe. For the purpose of this assessment, temporary housing does not include housing for those who have tenancy rights but need to leave it for an emergency reason, such as violence in the home or an impending natural disaster (fire, flood, etc.), and does not include housing

☐ Yes (1)

☐ No (2)

If you responded yes, please list the addresses where Temporary Housing is provided. If for safety purposes you are not able to provide the address, please list a general location, such as NE Albuquerque or SW Farmington.

Housing/Shelter Transitional Living: provides temporary housing and services, up to 24 months maximum, that are designed to support the transition from people experiencing homelessness to self-sufficient living; services are structured, so that participants have a plan for meeting metrics that move them toward “graduating” out of the program. The housing may be a shared space or a private/scattered site.

☐ Yes (1)

☐ No (2)

If you responded yes, please list the addresses where Transitional Living is provided. If for safety purposes you are not able to provide the address, please list a general location, such as NE Albuquerque or SW Farmington.

Housing/Shelter Housing: provides housing for no designated length of time, which is not connected to any plan of working toward a goal, services may be provided to the individual, but not structured for the individual as a part of the housing. Housing may or may not have tenancy rights.

☐ Yes (1)

☐ No (2)

If you responded yes, please list the addresses where Housing is provided. If for safety purposes you are not able to provide the address, please list a general location, such as NE Albuquerque or SW Farmington.

Housing/Shelter Housing with Services: provides housing for no designated length of time, and provides on-site services to maintain housing. The housing may be a shared space or a private/scattered site.

☐ Yes (1)

☐ No (2)

If you responded yes, please list the addresses where Housing with services is provided. If for safety purposes you are not able to provide the address, please list a general location, such as NE Albuquerque or SW Farmington.

Housing/Shelter Safe Housing: for victims of violence, domestic abuse, or rape.

☐ Yes (1)

☐ No (2)

If you responded yes, please list the addresses where Safe Housing is provided. If for safety purposes you are not able to provide the address, please list a general location, such as NE Albuquerque or SW Farmington.

Housing/Shelter Sober Housing/Boarding Home: provides housing that is a step down from long-term facility living (i.e. in-patient substance use, psychiatric hospitalization, incarceration), and provides a structure that is aimed at recovery.

☐ Yes (1)

☐ No (2)

If you responded yes, please list the addresses where Sober Housing/Boarding Home is provided. If for safety purposes you are not able to provide the address, please list a general location, such as NE Albuquerque or SW Farmington.

Housing/Shelter Housing Vouchers: provides vouchers for payment of housing, full or partial, that is for no designated length of time and is not connected to any plan of working toward a goal, services may be provided to the individual, but not structured as part of the housing. The housing may be a shared space or a private/scattered site.

☐ Yes (1)

☐ No (2)

If you responded yes, please list the addresses where Housing Vouchers are provided. If for safety purposes you are not able to provide the address, please list a general location, such as NE Albuquerque or SW Farmington.

Housing/Shelter Please provide us with any additional comments on the types of housing and shelter services you provide or your comments about housing/shelter.

End of Block: Housing/Shelter

Start of Block: Food

Food

Hot meals or food kitchens: Refers to cooked ready to eat meals provided to those experiencing homelessness

☐ Yes (1)

☐ No (2)

If you responded yes, please list the addresses where Hot Meals/ Food Kitchens are provided. If for safety purposes you are not able to provide the address, please list a general location, such as NE Albuquerque or SW Farmington.

Food Take away unprepared food or food pantries: Food distributed that has been pre packaged and not meant for immediate consumption.

☐ Yes (1)

☐ No (2)

If you responded yes, please list the addresses where Take Away is provided. If for safety purposes you are not able to provide the address, please list a general location, such as NE Albuquerque or SW Farmington.

Food Hand Out: Food distribution directly to those facing homelessness on the streets

☐ Yes (1)

☐ No (2)

If you responded yes, please indicate all the locations where you hand out food and if it is handed out at specific scheduled times include that information.

Food Please provide us with any additional comments on the types of food services you provide

End of Block: Food

Start of Block: Healthcare

Healthcare

Healthcare Mobile medical treatment: provide treatment for nonlife-threatening medical issues including primary medical care, wound care, reproductive health, STI testing, dental, pharmacy, and medication management by connecting with individuals where they are located

☐ Yes (1)

☐ No (2)

If you responded yes, please list the specific locations like Central Park or general location, such as NE Albuquerque or SW Farmington where Mobile Medical Treatment is provided.

Healthcare Harm Reduction: facilitate activities that support individuals in having safe substance use activities that motivate toward reduction and/or termination of substance use and, that link to behavioral health and social services for substance use treatment.

☐ Yes (1)

☐ No (2)

If you responded yes, please list the addresses where Harm Reduction is provided. If for safety purposes you are not able to provide the address, please list a general location, such as NE Albuquerque or SW Farmington.

Healthcare Therapy/Counseling (general): 1:1, or group counseling provided by a licensed behavioral health professional to support an individual(s) coping with emotional, sociological, psychological issues, or deal with a mental illness (may include substance use counseling).

☐ Yes (1)

☐ No (2)

If you responded yes, please list the addresses where Therapy/Counseling is provided. If for safety purposes you are not able to provide the address, please list a general location, such as NE Albuquerque or SW Farmington.

Healthcare Substance Abuse Treatment: provides ongoing treatment that begins with an assessment, and development of a treatment plan and follows the individual through services for the purpose of eliminating dependency on substances. Multiple activities of the treatment may be provided by different levels of care by professionals, paraprofessionals, and peer workers, however, the treatment plan must be ultimately overseen by a licensed clinical professional.

☐ Yes (1)

☐ No (2)

If you responded yes, please list the addresses where Substance Abuse Treatment is provided. If for safety purposes you are not able to provide the address, please list a general location, such as NE Albuquerque or SW Farmington.

Healthcare Medical Assisted Substance Abuse Treatment: provides medication to assist in ending dependence on substances, for example, methadone or naltrexone.

☐ Yes (1)

☐ No (2)

If you responded yes, please list the addresses where Medical Assisted Substance Abuse Treatment is provided. If for safety purposes you are not able to provide the address, please list a general location, such as NE Albuquerque or SW Farmington.

Healthcare Multi-Disciplinary Team Case Consulting: Intensive treatment, including a team of different professionals and paraprofessionals that support an individual dealing with a serious mental illness, the team works in tandem to ensure that the individual has all the medical, psychological, and supportive services needed to support them in maintaining independent living.

☐ Yes (1)

☐ No (2)

If you responded yes, please list the addresses where Multi-Disciplinary Team Case Consulting is provided. If for safety purposes you are not able to provide the address, please list a general location, such as NE Albuquerque or SW Farmington.

Healthcare Medication Management: evaluation of individual's medication needs after already prescribed, then monitoring compliance with taking medications as prescribed and outcomes that individual is getting with medication for the purpose of preventing counter impacts of medication and improvement of individual's quality of life through using medication

☐ Yes (1)

☐ No (2)

If you responded yes, please list the addresses where Medical Management is provided. If for safety purposes you are not able to provide the address, please list a general location, such as NE Albuquerque or SW Farmington.

Healthcare Please provide us with any additional comments on the types of healthcare you provide.

End of Block: Healthcare

Start of Block: Transportation

Transportation

Transportation Shuttle services: Fixed route and time

☐ Yes (1)

☐ No (2)

If you responded yes, please list the street/approximate address locations where Shuttle Services are provided

Transportation Emergency: includes transportation to shelters on cold nights or other immediate needs.

☐ Yes (1)

☐ No (2)

If you responded yes, please list your area of effective transportation coverage

Transportation Medical: for doctor appointments or other scheduled medical services

☐ Yes (1)

☐ No (2)

If you responded yes, please list your area of effective transportation coverage

Transportation Appointments: such as Job Interviews or other similar transportation needs.

☐ Yes (1)

☐ No (2)

If you responded yes, please list the addresses where Transportation for Appointments is provided. If for safety purposes you are not able to provide the address, please list a general location, such as NE Albuquerque or SW Farmington.

Transportation Please provide us with any additional comments on the types of transportation you provide

End of Block: Transportation

Start of Block: Support Services

Support Services

Surround Services Navigation: provides information and referrals to individuals for housing and housing-supportive services. Navigation may be ongoing with individual or one-time support, it may include a screening/assessment that is limited to the purpose of referral.

☐ Yes (1)

☐ No (2)

If you responded yes, please list the addresses where Navigation is provided. If for safety purposes you are not able to provide the address, please list a general location, such as NE Albuquerque or SW Farmington.

Surround Services Mobile Outreach: connecting with clients by going to the client where they are located to provide housing supportive services. For the purpose of this assessment, mobile does not include offering services within another organization's location, scheduling a meeting with a client off-site, or hosting a table/booth at a health fair-type event. It can include but is not limited to, staff going to an encampment or other unsheltered location as a home visit, organizing a pop-up event(s), or being called out to a location.

☐ Yes (1)

☐ No (2)

If you responded yes, please list the specific locations like Central Park or general location, such as NE Albuquerque or SW Farmington where Mobile Medical Treatment is provided.

Surround Services Case Management: provides an ongoing process that begins with an assessment, and then develops a plan with the individual to support them in finding and maintaining housing, and working on other areas in their life that contribute to housing instability. Case management, for the purpose of this survey, must include a comprehensive assessment to understand key domains impacting housing instability, unique to the client contributors, and the creation of a plan to address client goals.

☐ Yes (1)

☐ No (2)

If you responded yes, please list the addresses where Case Management is provided. If for safety purposes you are not able to provide the address, please list a general location, such as NE Albuquerque or SW Farmington.

Surround Services Job Training/hunting: services that support job readiness and/or skill development, for the purposes of this survey, job training does not include providing opportunities on-site for individuals to earn money doing tasks of the organization. This includes resume writing, interview practice assistance, job application assistance, job referrals, and, support groups around job hunting activities.

☐ Yes (1)

☐ No (2)

If you responded yes, please list the addresses where Job Training/Hunting is provided. If for safety purposes you are not able to provide the address, please list a general location, such as NE Albuquerque or SW Farmington.

Surround Services Education: provide assistance for GED, college, or certificate programs.

☐ Yes (1)

☐ No (2)

If you responded yes, please let us know if you provide training directly at any of your facilities or which education institutions you work with.

Surround Services Civil Legal Services: provide legal services and/or filing fee financing in the areas of civil law, including consumer, employment and unemployment, family law, landlord/tenant, public benefits, etc.

☐ Yes (1)

☐ No (2)

If you responded yes, please list the addresses where Civil Legal Services are provided. If for safety purposes you are not able to provide the address, please list a general location, such as NE Albuquerque or SW Farmington.

Surround Services Policy Advocacy: propose legislation, lobby for legislation, or provide testimony in support/against legislation.

☐ Yes (1)

☐ No (2)

If you responded yes, please list the addresses where Policy Advocacy is provided. If for safety purposes you are not able to provide the address, please list a general location, such as NE Albuquerque or SW Farmington.

Surround Services Crisis Intervention: responds to individual(s) who are experiencing a psychological crisis, i.e. person is struggling with confusion, anxiety, frustration, etc. that is inhibiting their ability to make constructive decisions, the individual may be violent to self or others or engaging in reckless/dangerous behaviors, but not necessary to define crisis. Intervention may be as a result of mobile outreach, dispatched to an individual, or a person brought to the intervener. For the purposes of this study, a crisis intervention team within the organization that responds to on-site clients if they begin to experience a crisis does not fall into this category.

☐ Yes (1)

☐ No (2)

If you responded yes, please list the addresses where Crisis Intervention is provided. If for safety purposes you are not able to provide the address, please list a general location, such as NE Albuquerque or SW Farmington.

Surround Services Miscellaneous Support Activities

☐ Yes (1)

☐ No (8)

If you responded yes, please list the addresses where Miscellaneous Support Activities are provided. If for safety purposes you are not able to provide the address, please list a general location, such as NE Albuquerque or SW Farmington.

Surround Services Please provide us with any additional comments on the types of Surround Services you provide.

End of Block: Support Services

Start of Block: Area of Coverage

Do you provide services statewide in New Mexico?

☐ Yes (1)

☐ No (2)

Display This Question:

If Do you provide services statewide in New Mexico? = No

If you clicked No what counties do you provide services in?

☐ Bernalillo County (1)

☐ Catron County (2)

☐ Chaves County (3)

☐ Cibola County (4)

☐ Colfax County (5)

☐ Curry County (6)

☐ De Baca County (7)

☐ Dona Ana County (8)

- ☐ Eddy County (9)
- ☐ Grant County (10)
- ☐ Guadalupe County (11)
- ☐ Harding County (12)
- ☐ Hidalgo County (13)
- ☐ Lea County (14)
- ☐ Lincoln County (15)
- ☐ Los Alamos County (16)
- ☐ Luna County (17)
- ☐ McKinley County (18)
- ☐ Mora County (19)
- ☐ Otero County (20)
- ☐ Quay County (21)
- ☐ Rio Arriba County (22)
- ☐ Roosevelt County (23)
- ☐ Sandoval County (24)
- ☐ San Juan County (25)
- ☐ San Miguel County (26)
- ☐ Santa Fe County (27)
- ☐ Sierra County (28)
- ☐ Socorro County (29)
- ☐ Taos County (30)
- ☐ Torrance County (31)

- ☐ Union County (32)
- ☐ Valencia County (33)
- ☐ Other (34)

Display This Question:

If If you clicked No what counties do you provide services in? = Other

If different from county-wide, tell us what geographies you consider your service area. (Example: name of city or a 1-mile radius from a location.)

End of Block: Area of Coverage

Start of Block: Population Served

How do you advertise your services?

Are your services limited to any specific population? (Check "Any people experiencing homelessness person" or the populations that you focus on)

- ☐ Any people experiencing homelessness person (1)
- ☐ Men (2)
- ☐ Women (3)
- ☐ Family (4)
- ☐ Women and children (5)
- ☐ Children\Adolescents (6)
- ☐ Teens\Young adults (7)

- ☐ At-risk youth (8)
- ☐ Veterans (9)
- ☐ Disabled (10)
- ☐ Low Income (11)
- ☐ LGBTQ people (12)
- ☐ Substance-dependent/Abuse (13)

Are there any specific criteria that individuals need to meet to qualify for your services?

End of Block: Population Served

Start of Block: Financing

What percentage (%) of the following funding sources do. you have:

	Percentage (%) (1)
Donations/Fundraising (1)	
HUD (2)	
Other Federal Funding (3)	

State or Local Government Funding (4)

Philanthropic Organizations Funding (5)

Revenue from sales of goods or services or billing
for services (6)

Other, Explain:

End of Block: Financing

Start of Block: Challenges

Do you feel that coordination with other service providers, government, and funders to build an adequate holistic response system in your area is adequate? Explain

End of Block: Challenges

Start of Block: Successes and Impact

How does your organization measure the success of its programs in serving the people experiencing homelessness population?

What if any data do you collect on the people experiencing homelessness?

Are there any specific data points you would like to share regarding the impact of your services?

End of Block: Successes and Impact

Start of Block:

We are interested in getting information from as many housing stability providers as possible, do you feel that there are others providing housing stability services who should take this survey?

End of Block:

Distance from Highest Density Population Center to Nearest Service Provider

Distance from County's Highest Density Population Center to the Nearest Service Provider			
County	Food	Housing	Medical
Bernalillo	0.92	0.36	0.83
Catron	93.56	93.88	107.59
Chaves	0.91	0.92	1.54
Cibola	54.49	55.3	64.63
Colfax	1.32	37.5	35.05
Curry	0.51	0.87	1.04
De Baca	59.28	59.37	59.41
Dona Ana	0.59	0.86	2.42
Eddy	0.42	0.44	31.39
Grant	0.3	0.46	2.08
Guadalupe	54.49	24.23	81.61
Harding	62.13	55.28	59.49
Hidalgo	38.2	38.48	0.56
Lea	0.39	66.8	74.54
Lincoln	1.13	67.06	66.34
Los Alamos	14.78	14.92	15.68
Luna	0.5	0.51	0.38
McKinley	3.05	0.4	114.52
Mora	26.67	26.86	38.76
Otero	0.91	51.76	51.65
Quay	60.33	60.01	60.02
Rio Arriba	0.21	0.42	0.44
Roosevelt	16.95	17.27	17.65
San Juan	1.6	89.69	127.33
San Miguel	0.46	0.81	36.5
Sandoval	4.02	1.4	3.02
Santa Fe	1.11	1.04	1.19
Sierra	2.72	46.8	46.8
Socorro	1.45	1.06	71.66
Taos	2.14	0.87	39.08
Torrance	5.57	26.17	26.14
Union	75.82	95.6	41.84
Valencia	10.64	27.35	29.36
Distance is in miles.			