



CITY OF SANTA
CITY HALL

Emergency Homelessness Action Plan



CITY OF SANTA FE

Last updated: 12/4/2024

Overview

The Santa Fe Homelessness Action Plan describes City management's strategy to address homelessness in the City on an immediate basis. The plan outlines actionable steps in areas that include coordination, service provision, physical investments, and policy advocacy. It emphasizes immediate relief, service expansion, system integration, and long-term sustainable policy development, with the goal of ensuring that homelessness in Santa Fe becomes rare, brief, and nonrecurring. **This is a living document and will be updated on a regular basis.**

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Shared Responsibility

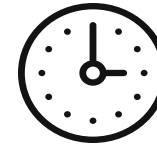
The actions outlined in this plan require collaboration with a diverse set of stakeholders, including service providers, community organizations, businesses, residents, and state and federal partners. Together, we can address the multifaceted challenges of homelessness.

This plan is not...



An Answer to Sustainable Housing Stock Challenges

To meaningfully address homelessness in Santa Fe, we need added stock of all types of units across the housing spectrum from emergency shelter, to transitional housing, to permanent supportive housing, to deeply affordable units.



A Long-term Plan to Solve Homelessness in Santa Fe

Achieving functional zero in Santa Fe requires expanding the supply of housing, enhancing mental and behavioral health services, preventing eviction, addressing the fentanyl crisis, and addressing other structural challenges impacting the City, state, region and the nation.

This plan is ...



A set of focused actions to address immediate challenges

This plan will help provide immediate relief to residents, businesses and unhoused neighbors, while the City works toward long-term, compassionate, and durable solutions to our housing, mental health, and drug challenges.

Funding

Secure immediate financial resources to support infrastructure, services, and staffing.

Robust Partnership

Collaborate with service providers, community organizations, and private entities to maximize impact.

To implement this plan we need...

Community Support

Engage with the public to foster understanding about evidence-based interventions that address homelessness.

Political Will

Ensure alignment and advocacy from local, state, and federal leadership.

Operational Excellence

Build capacity within City departments to manage and execute programs efficiently.

Plan Objectives

- 1. Safety, Security and Stability.** *Improve safety and security for residents, businesses, neighborhoods, and unhoused individuals.*
- 2. Expand Non-Congregate Shelter Options.** *Provide additional shelter capacity using non-congregate models.*
- 3. Improve Outreach and Navigation Services.** *Deploy additional outreach teams to connect unhoused individuals to services and address community concerns.*
- 4. Bolster Day Services.** *Provide meals, showers, case management, and safe storage through designated day service centers.*
- 5. Improve Coordination.** *Enhance collaboration across City departments, service providers, and stakeholders to improve service delivery.*
- 6. Data, Policy and Advocacy.** *Support shelter operations, public safety, and long-term housing solutions through policy, advocacy and improved data collection and use.*

1. Safety, Security, and Stability

Objective	Improve safety and security for residents, businesses, neighborhoods, and unhoused individuals.
1.1	Improve Security at Shelter Sites: Strengthen security measures at shelter sites and day centers.
1.2	Support Small Businesses: Research potential for creating a fund for safety and security improvements for businesses impacted by homelessness. Provide resources and training for best practices for safety and security improvements for businesses.
1.3	Deploy Community-Based Public Safety Teams: Contract with and deploy community-based safety teams in affected areas of the city.

2. Expand Non-Congregate Shelter Options

Objective	Provide additional shelter capacity using non-congregate models.
2.1	Initiate Improvement Programs for Congregate Shelters: Enhance congregate shelter conditions through improvement plans for better operational capacity.
2.2	Expand Temporary Micro Communities: Establish at least two new Temporary Micro Communities with up to 50 temporary units.
2.3	Master Lease Negotiations: Finalize leases with and move guests into hotels, motels, or apartment complexes to provide additional housing.

3. Improve Outreach and Navigation Services

Objective	Deploy additional outreach teams to connect unhoused individuals to services and address community concerns.
3.1	Deploy Trauma-Informed Outreach Teams: Enhance existing services and contract with and deploy additional teams along Cerrillos Road and downtown.
3.2	Conduct Community Outreach Sessions: Host sessions to gather feedback and foster understanding.
3.3	Scale City-Led Outreach Services: Support the growth and sustainability of City-managed outreach services, including but not limited to the ARU and the Park Rangers.

4. Bolster Day Services

Objective	Provide meals, showers, case management, and safe storage through designated day centers.
4.1	Pilot New Day Services Models: Support the establishment of day service operations in order to provide individuals with safe and supportive places to be during the day.
4.2	Support the Establishment of a Day Services Center: Open or support the opening of one or more centers offering meals, showers, laundry, and case management services.
4.3	Deploy Storage Solutions: Deploy safe storage for personal belongings of unhoused individuals.

5. Improve Coordination

Objective	Enhance collaboration across City departments, service providers, and stakeholders to improve service delivery.
5.1	Cerrillos Road Emergency Management Team: Improve internal City coordination and response along Cerrillos Road.
5.2	Clarify Stakeholder Roles and Improve Partner Coordination: Strengthen collaboration and clarify roles among key partners by improving data collection, provider-City communications, and resource allocation.
5.3	Strengthen Code Blue Response: Use data and coordination to support the unhoused in winter conditions.
5.4	Convene Faith Community: Mobilize faith communities and service providers for collaborative action on Code Blue Response and improved shelter and outreach operations.
5.5	Coordinate Data and Reporting Efforts: Provide real-time visibility into shelter capacity and homelessness services across the city.

6. Data, Policy and Advocacy

Objective	Support shelter operations, public safety, and long-term housing solutions through policy, advocacy, and improved data collection and use.
6.1	Draft New City Legislation: Support shelter operations and enforce existing camping restrictions.
6.2	Create an Office of Housing and Homelessness Services: Centralize and streamline homelessness services.