

COMMUNITY HEALTH AND SAFETY

SEPTEMBER 10, 2025

MICRO COMMUNITY ENGAGEMENT REPORT



EXECUTIVE SUMMARY

THE CITY OF SANTA FE, LIKE MANY CITIES, IS SEEKING INNOVATIVE WAYS TO ADDRESS HOMELESSNESS. ONE SUCH INNOVATION IS THE DEVELOPMENT OF MICRO COMMUNITIES – SMALL, TEMPORARY HOUSING CLUSTERS DESIGNED TO PROVIDE STABLE HOUSING AND ON-SITE SERVICES FOR UNHOUSED INDIVIDUALS.

In 2023, the Governing Body passed Resolution No. 2023-16 supporting the establishment of Micro Communities as a proven interim solution for housing those experiencing homelessness. In early 2024, the City launched its first Micro Community pilot at Christ Lutheran Church, consisting of 10 insulated pallet shelters. By mid-2025, this pilot had successfully sheltered 36 individuals, transitioning 9 to permanent housing, with no major incidents or complaints.

Encouraged by the success of this pilot, the City began to make plans to expand the program citywide. In 2024, the City created the Micro Communities Advisory Board to look at potential sites and identify a list of five sites for further consideration. After looking at those sites, one site, 2395 Richards Ave, was identified as the most feasible option based on size, proximity to services, transportation, and access to utilities. However, proposals to establish additional Micro Community sites have met with mixed public reactions, particularly concerning safety, neighborhood impacts, and transparency in planning. In response, a community engagement event was held on July 1, 2025, to gather input from local residents and stakeholders.

This report summarizes the feedback collected during this event, identifies key themes and concerns, and provides recommendations for improving the program and continuing to foster broader community support.

SUMMARY OF RECOMMENDATIONS

TO BRIDGE THE GAP BETWEEN COMMUNITY HOPES AND CONCERNS AND ENSURE THE SUCCESS OF SANTA FE'S MICRO COMMUNITY INITIATIVE, THE FOLLOWING KEY RECOMMENDATIONS EMERGED FROM PUBLIC INPUT:

1.CREATE AND SHARE A CLEAR PLAN

Develop a transparent roadmap detailing how many Micro Communities will be built, who they will serve, how sites will be selected, and how residents will transition to permanent housing. Include measurable goals and timelines.

2.ENGAGE THE PUBLIC EARLY AND OFTEN

Build trust through inclusive, proactive communication. Host community meetings, establish an advisory group, and maintain a public-facing information hub.

3.FORMALIZE GOOD NEIGHBOR AGREEMENTS

Define mutual expectations for site management, resident behavior, and neighborhood engagement to foster accountability and constructive dialogue.

4.ENSURE QUALITY SITE OPERATIONS AND SERVICES

Invest in experienced operators, 24/7 staffing, wraparound services, transportation access, and dignified site infrastructure to ensure safety, stability, and positive outcomes.

5.ENCOURAGE COMMUNITY INVOLVEMENT

Create structured opportunities for volunteerism, joint neighborhood events, and beautification projects to build connection and reduce stigma.

6.TACKLE BROADER HOUSING CHALLENGES IN

PARALLEL WITH MICRO COMMUNITIES

Accelerate affordable housing development, scale prevention and outreach programs, provide public education on homelessness, and pursue supportive policy changes to strengthen the overall system.

ENGAGEMENT METHODOLOGY

The community engagement forum was held at the Santa Fe Convention Center on July 1, 2025, and was structured as a presentation followed by an interactive roundtable discussion. The event engaged a diverse group residents seated at 25 tables, with participants including neighbors, advocates, and other community members. There were 5-10 people per table with one facilitator and note-taker each. Four key questions guided the conversation:

QUESTIONS

WHAT ARE YOUR HOPES AND CONCERNS ABOUT MICRO COMMUNITIES IN SANTA FE?

IF YOU WERE A NEIGHBOR TO A MICRO COMMUNITY, HOW COULD IT BE A GOOD NEIGHBOR TO YOU?

WHAT COULD YOU DO TO BE A GOOD NEIGHBOR TO A MICRO COMMUNITY?

WHAT CAN THE CITY DO TO ADDRESS YOUR HOPES AND CONCERNS ABOUT MICRO COMMUNITIES?

Facilitators recorded responses on table top papers, allowing participants to freely express their thoughts. Additionally, participants received handouts where they could record their ideas in response to the questions. The raw comments were compiled and analyzed to identify common themes and divergent viewpoints.

OVERVIEW: HOMELESSNESS IN SANTA FE

Like many cities across the country, Santa Fe is experiencing a visible and complex homelessness crisis driven by a shortage of affordable housing, rising rents, mental health and substance use challenges, and structural inequities. The 2024 Point-in-Time count identified 195 people experiencing homelessness in Santa Fe on a single night—many of them unsheltered. However, this is generally considered a gross undercount. The initiative to get a By-Name-List in Santa Fe has found that there are around 400 homeless individuals in Santa Fe at any given time. However, NMDOH hospital-based analysis suggests the real number could be 2-4 times higher than that number. Santa Fe Public schools show that hundreds of children are homeless; they reported 741 homeless students in 2024. This is a 7% increase from 2023 and an 11% increase from 2022.

While the City and its partners provide emergency shelter, outreach, and housing services, demand continues to outpace available resources. In response, the City is pursuing a comprehensive strategy that includes prevention, improved shelter options, housing-focused programs, and community partnerships to address both immediate needs and long-term solutions, as well as services for homeless individuals and safety and security for impacted households and businesses.

MICRO COMMUNITIES: A PROMISING MODEL

Micro Communities are small, purpose-built villages of individual shelter units, paired with on-site services and 24/7 management. They offer a dignified, structured, and safer alternative to congregate shelters or unsheltered street living.

Evidence from cities like Seattle, San Jose, and Denver shows that Micro Communities improve housing stability, reduce neighborhood impacts, and serve as a critical bridge to permanent housing—especially for people who may not thrive in traditional shelter settings. Key features include case management, basic amenities, and a community environment that fosters stability and healing.

We have seen that Micro Communities work. Santa Fe's Micro Community initiative builds on this model to meet local needs, starting with a site for families and expanding to other populations. In the first year of Santa Fe's pilot project, 72% of residents have either moved into housing or are actively on the path to housing through vouchers and housing waitlists. This is significant because the average resident had previously experienced 68 months of homelessness. Micro Communities are one part of a broader, housing-first strategy to reduce unsheltered homelessness and improve outcomes for all.

ANALYSIS OF COMMUNITY INPUT

QUESTION 1: HOPES AND CONCERNS ABOUT MICRO COMMUNITIES

HOPES:

Many participants expressed hopes that the current model, which has been successfully piloted at Christ Lutheran Church, would expand. Residents expressed a desire to understand more about homelessness, as well as how the community could better support homeless residents with services and housing. Participants hoped that the facilities could be established quickly and the model could grow to support more people and families in neighborhoods across the city. Many participants expressed a hope that communities would be culturally sensitive and that there could be a sense of belonging or "of-ness." Community members requested ongoing opportunities to provide feedback to staff to resolve potential issues that could arise in the Micro Communities. They requested that City staff and policy makers evenly distribute the Micro Communities across the city. There was optimism expressed, including that this would be a cost-effective solution. There was hope that these communities could spread empathy and dignity. The input was generally positive and optimistic, with some concerns expressed about the safety and aesthetic appearance of the communities in neighborhoods.

"More direct community engagement, talk to people in the neighborhood."

"Strong leadership at MC to set expectations of behavior/community"

"Increase community awareness and empathy"

"Transitional housing is critical"

"Creating this space that isn't apart... Community among folks in the Micro Community and the neighborhood community aspect is taken seriously. An impact of homelessness is loss of community."

"Folks feel supported safe, quality services and security offered"

- 1. SAFE, STABLE SHELTER, AND DIGNITY:** Many participants expressed the hope that Micro Communities would provide safe, private shelter for people currently living on the streets, offering them a sense of dignity and stability. This was seen as a crucial step for residents to begin rebuilding their lives and recover from trauma.
- 2. BETTER OUTCOMES AND PATHWAYS TO HOUSING:** There was a sense of optimism that Micro Communities would serve as a bridge to permanent housing, helping residents access critical

services such as mental health care, addiction treatment, and job assistance. Participants emphasized the need for data tracking success and verifying outcomes, with an interest in learning how many residents are able to transition to permanent housing.

- 3. COMMUNITY AND EMPATHY:** Some participants hoped Micro Communities would help humanize the issue of homelessness and reduce the stigma associated with being unhoused. The idea was raised that integrating small, well-designed housing sites into neighborhoods would foster greater understanding and empathy toward unhoused neighbors.
- 4. MANAGED, SUPPORTIVE ENVIRONMENT:** Unlike unmanaged encampments, Micro Communities are expected to be well-run with clear rules, on-site staff, and access to services. This structure was seen as essential for the success of the initiative.
- 5. SCALABILITY AND EXPANSION:** Participants expressed hope that the City would expand Micro Communities to meet growing demand. They called for a geographically distributed model, ensuring that no single neighborhood is solely responsible for holding the solutions to housing the homeless. There was also a strong sense of urgency to expedite the rollout of new sites.
- 6. INTEGRATION AND DESIGN:** Many people hoped that Micro Communities would blend into neighborhoods and become assets, rather than eyesores. Thoughtful design, including culturally sensitive aesthetics and communal spaces like gardens, was emphasized as essential for fostering positive relationships with neighbors.

CONCERNS:

Participants reported many concerns about Micro Communities. There were concerns expressed about personal property values, crime, and drugs. There were questions about staffing and how the residents would be supported. The size and feasibility of Micro Communities was brought up: Are they better than redevelopment of existing buildings, will they be too large, etc. If the size is too large they will be difficult to manage. There have also been requests that the City conducts community engagement activities with neighbors. It was clear that the community has concerns about City transparency and follow through, as well as costs. There was an expressed sense of distrust. Constituents requested setting a distance from the sites. People asked questions about the motel conversion project, The Lamplighter, and what has held that up; will this approach come across the same pitfalls that could prevent rapid implementation. The larger strategy around homelessness was questioned; what is the plan aside from Micro Communities? How will they be implemented? Will they change with each administration? Constituents also had traffic concerns, both for pedestrian safety and having increased traffic volumes. How will conflicts be prevented from personalities and pre-existing relationships, as well as people who have been deemed "problematic?" Participants wondered if the Micro Community might attract others to the facility; there were concerns about who is coming and going. Lack of rehabilitation services in Santa Fe was cited. As the rents go up, many are one paycheck away from homelessness themselves; there is a need for more affordable housing. NIMBYISM may hold back Micro Communities.

"Worries City will not be able to execute; worries that plan is too theoretical not enough detail in plans"

"Don't want to see MC from backyard"

"Concerned about addressing the needs of different populations (age, gender, families, situations)"

"Repeat of previous failures of Pete's Place"

"Not enough affordable housing"

- 1. PUBLIC SAFETY AND BEHAVIOR:** Safety was the primary concern. Participants were worried about increased crime, drug use, and disruptive behavior near Micro Communities. Some expressed fears about unregistered sex offenders living nearby and called for strong screening processes.
- 2. NEIGHBORHOOD IMPACT:** Concerns were raised about how Micro Communities might affect property values, noise levels, cleanliness, and the visual impact on surrounding neighborhoods. There was a fear that these sites would lower property values and create an undesirable environment.
- 3. EXECUTION AND CITY CAPACITY:** Skepticism about the City's ability to effectively manage Micro Community expansion was voiced, especially given past challenges with local housing initiatives. Concerns about a lack of long-term planning and the sustainability of the program were raised.
- 4. SCALE AND EFFECTIVENESS:** Some participants questioned whether Micro Communities would have a meaningful impact on the overall homeless population. Concerns were raised that these efforts might only address a small portion of the population, leaving many still unsheltered.
- 5. LOCATION AND EQUITY:** There were concerns about where Micro Communities would be located. Some feared they would be placed in isolated areas with limited access to services, while others worried about the impact on neighborhoods with already limited resources. There was also a desire for equity in site selection, ensuring that all parts of the city share the responsibility.
- 6. COMMUNITY ENGAGEMENT AND TRANSPARENCY:** Many attendees expressed frustration with the lack of early and transparent communication regarding Micro Community sites. They wanted the City to involve residents in the decision-making process earlier, rather than presenting plans after decisions have been made.

QUESTION 2: HOW CAN A MICRO COMMUNITY BE A GOOD NEIGHBOR TO YOU?

Sobriety, especially the prevention of visible drug use and addiction, was important to many residents. Requests were voiced that neighborhood residents be good neighbors and are educated on what that looks like. Attendees requested that the Micro Communities provide 24-hour site supervision and strong neighborhood agreements, as well as regular meetings (monthly or quarterly) with neighbors. Participants requested careful screening and selection of residents.

Participants thought that there should be opportunities for neighbors to volunteer in the Micro Communities and donate goods and funds. It is important that neighbors and staff help residents integrate into society and the local community. The participants emphasized that the communities should be livable, with landscaping and an emphasis on aesthetics. Community members want to make sure on-site staff address issues, and their concerns are not ignored. Peer support was cited as a great way to support residents. Attendees wanted to ensure pedestrians are safe and laws are enforced. Residents requested that the communities being proposed feel and look like the nearby community. Many participants cited noise control as an important part of the neighborhood agreements. There was a lot of excitement about a community garden that would help make the space feel welcoming and beautiful.

"This question comes from a white lens"

"Residents develop a sense of community. Pride in their neighborhood. Feel a part of the city. Volunteer"

"I'd visit! Talk to people. This is difficult in SF. My concern is this is a segregated city and there may be some conflict. Example: how do you deal with Native Americans? How do we be respectful in our language, etc.? One incident can ruin everything, that's my concern. Urban Alchemy is mostly black... could this create problems? Santa Fe struggles with this; racism, cultural competency, etc."

Participants emphasized several qualities that Micro Communities should exhibit to be good neighbors:

- 1. MAINTAIN CLEANLINESS AND ORDER:** Neighbors want Micro Communities to be well-maintained, with proper trash management, clean facilities, no shopping carts, and aesthetic elements like landscaping and public art.
- 2. CONTROL NOISE AND DISRUPTIONS:** Keeping noise levels low and ensuring peaceful interactions were prioritized, with many participants suggesting "quiet hours" and restrictions on public disturbances.
- 3. ENSURE SAFETY AND SECURITY:** Robust security measures were identified as essential, including 24/7 staffing, good lighting, and controlled access. Participants also suggested having clear rules for visitors to maintain peace.
- 4. RESPECTFUL BEHAVIOR AND ACCOUNTABILITY:** Micro Community residents and staff should adhere to community norms and be respectful of surrounding properties. A formal Good Neighbor Agreement was suggested to ensure accountability from the residents, the operator and neighbors.
- 5. OPEN COMMUNICATION AND TRANSPARENCY:** Regular updates and open communication with neighbors were highlighted as key to building trust. Neighbors appreciated opportunities for

engagement and transparency about the Micro Community's rules and operations. Opportunities for input from neighbors was identified as an important facet of open communication.

- 6. BLEND INTO THE NEIGHBORHOOD:** Thoughtful design, such as using local colors and materials, and providing shared community amenities (e.g., gardens, playgrounds) were seen as ways to integrate Micro Communities into their neighborhoods. Engagement between Micro Community residents and neighbors, friendly relationships should be a goal.

QUESTION 3: HOW CAN NEIGHBORS BE GOOD NEIGHBORS TO A MICRO COMMUNITY?

Participants emphasized the importance of engaging in the process, volunteering, and staying informed about homelessness. They discussed having an open mind about the new neighbors and being friendly; these attitudes would help ease tensions and make Micro Community residents feel welcome. Attendees wanted to be well-informed and have reliable information to share with other neighbors, helping them understand that these populations are vulnerable. Participants prioritized the importance of having a strong social contract and set of agreements, participating in neighborhood meetings, volunteering, and donating to the Micro Community. They suggested neighbors could help fill gaps, for example helping provide transportation or donating bus passes. Several attendees suggested potlucks and block parties to build community. Many participants wanted to include the Micro Community residents in neighborhood activities. Participants emphasized neighbors should mind their own business, and that there is a need for patience and grace on both sides.

Humanity

Compassion

"I'd like to learn more from current Micro Communities on what they know about being a good neighbor. What can we learn from the church in how they mitigate the tensions and challenges these Micro Communities present."

"Welcome them, learn their names, learn about their experiences"

"Expect MC to adhere to the same laws and social expectations as the rest of the neighborhood"

"Humanizing the world. Person by person. Neighborhood by neighborhood. Wendy McEahern"

Neighbors were encouraged to show empathy and take proactive steps to support the success of Micro Communities:

- 1. WELCOME AND INCLUDE RESIDENTS:** Participants suggested that neighbors approach residents with kindness, introduce themselves, and create opportunities for social interactions.
- 2. AVOID STIGMATIZING AND ASSUMING THE WORST:** Neighbors were encouraged to check biases, avoid negative assumptions, and be supportive rather than critical.
- 3. OFFER HELP AND SUPPORT:** Neighbors could offer material support (donations of clothing or food) or volunteer their time to help with activities or mentorship.
- 4. ADVOCATE AND EDUCATE ON THEIR BEHALF:** Neighbors could help dispel myths and advocate for the success of Micro Communities by sharing accurate information and supporting policy decisions.
- 5. MAINTAIN GOOD COMMUNICATION:** Staying in regular contact with the Micro Community staff and participating in advisory meetings were seen as ways to foster collaboration.
- 6. EMBRACE EMPATHY:** Neighbors should remember the human side of the issue and approach Micro Community residents with compassion and understanding.

QUESTION 4: WHAT CAN THE CITY DO TO ADDRESS THESE HOPES AND CONCERNS?

Participants mentioned it is important that the City hold meetings about this project with the neighbors and give ample warning about the meetings. They also said the City should continue to remain engaged with the neighbors through neighbor meetings and reports. Some recommended the City needs to set clear guidelines that are easily accessed and will build trust and understanding. Some participants expressed that the City needs to ensure there are no drugs, panhandling or begging. This was repeatedly expressed as being important to participants. Other participants believed that the City should have funding available for these projects and that the City needs to continue to educate residents about this work, including in the system-wide vision. Residents requested transparency, and ways to help uplift lived experience voices like the Lived Experience Advisory Board and "What is it like to be unhoused" panel. A recommendation was made to have other services available to residents to build life skills and reintegrate into society, such as supporting residents to get jobs. There should be clear ways of reporting issues. Transportation and daycare were identified as important factors. Some participants felt Micro Communities shouldn't be around residential areas. There is a need to listen to and work with partner agencies. There is a general need for more mental health services. The residents of Santa Fe need more affordable housing options, in general.

"Hope it works out! Something is lacking here. I can't quite say, but something isn't there yet."

"Facilitate Q&A with community that will help dispel conspiracy theories, doubts"

"Public accountability system for reporting issues such as abuse, allow residents to see how issues are resolved"

"Being able to rent a place on minimum wage is too difficult"

"Don't outlaw the homeless like ABQ. Don't drive out the homeless."

"Drugs are a concern. How do we get them on the path to recovery and stability?"

"Wrap around services - make sure residents have what they need, job coaching, workforce solutions, workshops to get people on job track"

"This meeting was good, but going forward the City needs to model community wide communication... invite the whole community"

"In theory, I like Micro Communities."

The City received several recommendations from participants to address concerns and ensure the success of Micro Communities:

- 1. IMPROVE COMMUNICATION, TRANSPARENCY, AND TRUST:** The City should engage with residents early in the process, provide regular updates, and establish clear communication channels.

- 2. DEVELOP A CLEAR, LONG-TERM PLAN AND VISION:** A comprehensive roadmap should be created, including timelines, goals, and strategies for transitioning residents to permanent housing.
- 3. INVEST IN QUALITY ON-SITE MANAGEMENT AND SERVICES:** The City should ensure Micro Communities are well-managed with 24/7 staffing, clear rules, and access to wraparound services like mental health care and job training.
- 4. STRENGTHEN COMMUNITY INVOLVEMENT:** The City should create opportunities for neighbors to volunteer and engage with Micro Community residents through organized events and activities.
- 5. ADDRESS BROADER HOUSING AND HOMELESSNESS ISSUES:** The City should accelerate efforts to increase affordable housing and provide preventive services to reduce the need for emergency shelter.
- 6. PROVIDE SERVICES ON SITE:** The City should ensure that services such as drug and alcohol counseling, life skills, and other opportunities are available on site as part of Micro Communities.

RECOMMENDATIONS

Based on the above analysis of community input, several concrete recommendations emerge for moving forward with Santa Fe's Micro Community initiative. These recommendations aim to bridge the gap between community hopes and concerns, and to help the program succeed for both Micro Community residents and the broader public.

1. DEVELOP AND COMMUNICATE A COMPREHENSIVE PLAN:

The City should create a clear roadmap for the Micro Community program and share it publicly. By showing how Micro Communities fit into the a broader solution to homelessness, the City will reassure the public that this is a thoughtful, long-term effort, not a dead-end or stopgap. The plan should also set measurable goals and commit to regular reporting on progress.

2. IMPROVE PUBLIC ENGAGEMENT AND TRANSPARENCY

To build trust, the City needs to continue soliciting community engagement and ensuring an inclusive approach. This includes:

- Involve residents in identifying potential sites and surfacing concerns.
- Maintaining a dedicated information portal (website or publicly accessible dashboard) with up-to-date details. For example, publishing data on police calls or success stories on this site can directly address fears and highlight positive outcomes.
- Communicating proactively via multiple channels. Use social media, neighborhood association listservs, local newspapers, and even physical mailers to ensure the public continually hears about what is happening. Quick, *fact-based responses* to circulating rumors or opposition arguments are critical. (For instance, if neighbors worry about crime, the City could share evidence from the pilot and other cities showing Micro Communities did not increase crime.)

3. ESTABLISH GOOD NEIGHBOR PRACTICES AND AGREEMENTS

It is advisable to formalize what it means for a Micro Community to be a "good neighbor" and vice versa. The City should develop a Good Neighbor Agreement template for each Micro Community site, to be signed by the operating organization (and City, if City-owned), as well as reviewed by any relevant neighborhood association or neighbors. This agreement would outline commitments such as:

- Standards for site maintenance, noise control, security presence, and responsiveness to incidents or complaints.
- Channels for ongoing communication.
- Expectations of neighbors to also engage constructively (e.g., an understanding that neighbors will bring issues to the operator directly first, or volunteer in certain site activities if willing). Having these mutual expectations in writing sets the tone for accountability and cooperation.
- Ensuring each Micro Community has a clear set of resident rules and on-site policies from day one — covering safety, behavior, visitor protocols, etc. — so that both residents and neighbors know what is expected.

4. INVEST IN QUALITY ON-SITE MANAGEMENT AND SERVICES

A successful Micro Community program will require robust support; thus, the City should allocate resources to ensure each site is well-managed and well-staffed. Recommendations include:

- Selecting experienced service providers via a competitive bid process and holding them to high standards through performance-based contracts. The provider's responsibilities (security, case management, facility upkeep, etc.) should be clearly defined. Regular audits or check-ins by City contract managers can verify that these obligations are being met.
- Ensuring 24/7 staffing or security presence at larger sites. Especially for communities of 30+ units, having around-the-clock personnel (trained in de-escalation and trauma-informed care) is essential for safety and neighbor confidence. If budgeting is an issue, consider creative solutions like volunteer resident "ambassadors" after hours; ideally professional staff should be on hand.
- Providing comprehensive wrap-around services through on-site or mobile providers. The City should partner with organizations to bring in case managers, healthcare (including mental health counseling and substance abuse treatment), employment specialists, and other services to Micro Community residents. For family sites, coordination with schools (transportation, enrollment) and youth programs is key. These services not only help residents transition, but also mitigate behaviors that worry neighbors (for example, giving residents constructive activities and support reduces the likelihood of disruptive behavior).
- Keeping the physical infrastructure and amenities of sites at a high standard. The City should make sure that each site has functional and dignified facilities: clean bathrooms and showers, proper trash disposal containers (and regular pickup), a communal space for programming, and aesthetic touches like landscaping. It's worth investing a bit more upfront in fencing that provides security *and* privacy (for both residents and neighbors) and in making the shelters look like a home (paint, public art, etc.).

By committing adequate funding and oversight to these aspects, the City will address the community's twin desires: that Micro Communities be safe and orderly, and that residents get the help they need to succeed. It's a scenario where good management directly translates to good neighbor relations.

5. PROMOTE COMMUNITY INVOLVEMENT AND SHARED RESPONSIBILITY

The City should harness the goodwill that emerged in many comments by creating avenues for volunteerism and positive interaction around the Micro Communities. Some recommendations are:

- Set up a program for community volunteers to participate at the Micro Communities in structured ways – e.g., a volunteer sign-up for providing meals, tutoring kids, leading a workshop, or helping start a community garden. This not only aids the residents but also gives concerned neighbors a productive way to engage and get to know the residents.
- Facilitate neighborhood-Micro Community events: for example, an open house day where neighbors can tour the site, meet staff, and maybe meet residents who are willing to participate; or joint celebrations (a summer barbecue, holiday party, etc.).

- Provide small grants or support for beautification projects that involve both residents and neighbors – such as a mural on the Micro Community fence painted by local artists or a shared garden along the perimeter. When neighbors have a hand in creating something at the site, they are more likely to take pride in it rather than view it with suspicion.
- Encourage the formation of a “Neighborhood Support Team” (volunteer group) for each Micro Community, similar to how some neighborhoods form “friends of the park” groups. These teams could help channel donations and identify needs (like winter clothing, school supplies for kids, etc.), working in tandem with site staff.

By institutionalizing positive neighbor involvement, the City addresses both sides of the good neighbor equation – asking not just “what can the Micro Community do” but also “what can the community do.” This approach will capitalize on those in Santa Fe who want to help, and it can gradually convert skeptics as they participate and see the human side of the issue.

6. ADDRESS BROADER HOUSING AND HOMELESSNESS ISSUES IN PARALLEL

The City must accompany the Micro Community initiative with broader actions so that hopes are met and concerns don’t materialize in the long run:

- Accelerate affordable housing initiatives: Use policy tools (zoning, incentives, public-private partnerships) to increase the supply of affordable and supportive housing. For example, finalize plans to utilize the Midtown Campus or other City-owned properties for mixed-income housing development, push developers to include affordable units, and continue to seek state/federal funds for housing construction
- Enhance prevention and outreach programs: Expand efforts like rental assistance, eviction prevention, and outreach to those on the street. The goal is to reduce the number of people who need Micro Community slots in the first place by catching them upstream. Some participants mentioned the importance of not ignoring those who *won’t* be in Micro Communities – for example, individuals who may not meet criteria or who prefer other arrangements. The City should continue supporting shelters, day services, and alternative models (like motel vouchers, safe parking programs for those in vehicles, etc.) to complement Micro Communities.
- Public education on homelessness: Take the lead on educating Santa Fe residents about homelessness – its causes, the demographics, and evidence-based solutions. Misinformation feeds fear. The City can publish easy-to-read fact sheets (for instance, clarifying the percentage of local homeless individuals versus those from elsewhere, dispelling myths about services being a “magnet,” and highlighting success stories). The City might partner with local media or advocacy groups to share stories of Micro Community residents who have gotten jobs or housing – putting a face to the issue. Additionally, cite studies and examples: for instance, share that supportive housing projects have *improved* neighborhoods in other cities or that Micro Community neighborhoods in Denver saw crime decrease, to directly counter prevalent concerns.
- Legislative and Policy Support: If there are state or local laws impeding rapid response (for example, zoning laws that make it hard to site shelters, or lack of tenant protections), the City should work to

change them. Another policy angle is ensuring that any future political shifts do not derail the Micro Community program – by embedding it into City code or multi-year budgets, making it more resilient. There should be efforts towards cross-jurisdictional cooperation for supporting local organizations, along with drawing on non-profit and philanthropic support. Finally, the City should continue to oppose criminalization approaches and instead focus on housing and services, reinforcing that homelessness is a human issue to be solved with care (which resonates with participants' values).

APPENDICES

APPENDIX 1: SIGN IN SHEETS

Number	Last Name	First Name
1	Adrian	William
2	Alexander	Ann
3	Anderson	Freda
4	Baca	Raquel
5	Baca	Diana
6	Baca	Phyllis
7	Banfield	Amy Jane
8	Barnes	Naomi
9	Barrett	Liz
10	Benkendorf	Judith
11	Benton	Jake
12	Bernal	Leticia
13	Bjork	Kelly
14	Bloom	Leesa
15	Boylan	Naomi
16	Brown	Teri
17	Bryant	Debra
18	Bustamante	Paul
19	Carol	Anglin
20	Chase	XZ
21	Cruz	Sierra
22	Davis	Kim
23	Demack	Deborah
24	Duran	David
25	Duran	Paul
26	Duran	Danielle
27	Eames	Julie
28	Eckerstrand	Erika

30	F	M
31	Ferrand	Lisa
32	Fix	Barbara
33	Friedland	David
34	Gallegos	Laura
35	Garcia	Leslie
36	Garcia	Roman
37	Garcia	Bernadette
38	Gonzales	Anna
39	Gorham	Michael
40	Gross	Katy
41	Grubbs	Kent
42	Hafner	Dudley
43	Hall	Mary
44	Hallsten	Susan
45	Harkavy	Michael
46	Henderson	Maida
47	Herr	Joene
48	Higgins	Elena
49	Hinds	Elizabeth
50	Hoerig	Gudrun
51	Holley	Andrea
52	Ives	Peter
53	Jaffa-Martinez	Sally
54	Jasik	Maciek
55	Jenkins	Jennifer
56	Johns	Matt
57	Keele	James
58	Klinefelter	Karen
59	LaBarbera	Matthew
60	Larochelle	Maguy
61	Lee	Pelican
62	Lichen	Nichoe
63	Lieberman	Meryl
64	Lodes	James

65	Lopez	Jennifer
66	Lopez Jr.	Daniel
67	Marshall	Margaret
68	McEahern	Wendy
69	McGhee	Sasha
70	McGrew	Susan
71	McWhorter	Melanie
72	Mellow	Judy
73	Montoya	Melanie
74	Montoya	Melanie
75	Moon	Daran
76	Murray	Julie
77	Nelsom	Karen
78	Nelson	Tony
79	Olason	Paul
80	Oliva	Flor de Maria
81	Oppenheimer	Aku
82	Palmer	Jean
83	Parks	Mary Jane
84	Perez	Kari
85	Perez	Mal
86	Pingilley	Ben
87	Prapasiri	Sorakamol
88	Preston	Joe
89	Pryor	Madeline
90	Pugh	Maia
91	Ray	Pam
92	Redman	Don
93	Renaud	Mary
94	River	Lucy
95	Rivera	Katherine
96	Ryan	Mary Anne
97	Sabo	Sally
98	Salazar	Geraldine
99	Schoenwiesner	Richard
100	Schruben	Mary

101	Schwaegel	Dylan
102	Shoemaker	Sharon
103	Smith	Herb
104	Sonnenfeld	Greg
105	Space	Susanna
106	Swinton	Naomi
107	Swinton	Janet
108	Thompson	Rachel
109	Torres	Rosario H
110	Ueltschey	Teresa
111	Valdez	Perry
112	Van Hecke	Deborah
113	Waked	Shawn
114	Wechsler	Sandra
115	Wellington	Darryl
116	Wettersten	Jon
117	White	Bob
118	White	Paul
119	White	Paul
120	Whitney-Ward	Cynthia
121	Wildrose	
122	Wilhite	Susan
123	Williams	Brian
124	Winfield	Christine
125	Wolper	Meryl

APPENDIX 2: MORE EDUCATIONAL OPPORTUNITIES

YOU'RE INVITED!

A Community Approach to Homelessness & Housing

Let's Move Forward, Together.

Our community is taking the next step toward compassionate, informed solutions to homelessness. This free educational series brings together local and national experts to share what's working and how we can keep making progress.

SESSION LINEUP

Understanding Homelessness

How homelessness has evolved and why it persists

(Wednesday, August 27th)

Housing-Centered Solutions That End Homelessness

Evidence-based approaches that work

(Wednesday, September 10th)

Barriers & Breakthroughs

Policy, social challenges, and community-led efforts to overcome them

(Friday, October 3rd)

Trauma, Healing & Community

How poverty, racism, and disconnection contribute to homelessness, and how we build healing responses

(Monday, November 3rd)

FREE AND OPEN
TO THE PUBLIC

All events held at the
Santa Fe Community
Convention Center.

5:30-7:30 PM

REGISTER HERE:



PRESENTED BY:

the Community
Investment Alliance

SPONSORED BY:

the Community Housing &
Homelessness Prevention Fund
and the City of Santa Fe



CITY OF SANTA FE

APPENDIX 3: RUN OF SHOW

July Town Hall: Addressing Homelessness in Santa Fe

Facilitator: Mark Scott

Location: SF Convention Center

Date: 7/1/2025

Food: Youthworks

As participants arrive they will check in at the front table, the list is broken into three sections, alphabetically. Then they will get snacks and go to the audience seating.

1. Welcome and Introduction

- **Facilitator:** Mark Scott
- **Time:** 5 minutes
- **Content:**
 - Brief welcome and introduction of the speakers.
 - Overview of the town hall's purpose: to educate the community about homelessness, explore best practices, and discuss local solutions.
 - Micro Communities are a strategy the City has decided on. We're not debating that today, we're talking about what that looks like.
 - All of this will be collected, put into a report and submitted to Governing Body.

2. Background on Homelessness and Santa Fe's Plan

- **Speaker:** Henri Hammond-Paul
- **Time:** 10 minutes
- **Content:**
 - Presentation of Santa Fe's local homelessness action plan.
 - Consuelo's Place
 - Permanent Supportive Housing
 - Outreach
 - Data
 - Growth of the Program
 - Scattered Sites
 - Explanation of scattered site housing as a solution.
 - How Santa Fe is approaching a "community problem = community solution" model.
 - Importance of collaboration and local partnerships in addressing homelessness.

3. Innovative Solutions: Pallet Shelter Micro Communities

- **Speaker:** Janelle Bohannon and Nick Tharpe
- **Time:** 5-10 minutes
- **Content:**
 - The Life Link Model
 - We can run these well and have the expertise
 - Play the City's video.
 - How pallet shelters could be implemented in Santa Fe to provide immediate, scalable solutions to homelessness

4. Innovative Solutions: Pallet Shelter Micro Communities

- **Speaker:** Rosanne Haggerty
- **Time:** 5-10 minutes
- **Content:**
 - Overview of the pallet shelter model and how it addresses temporary housing needs.
 - Success stories and national examples of where pallet shelters have been effectively used.
 - How pallet shelters could be implemented in Santa Fe to provide immediate, scalable solutions to homelessness.

There will be 5-10 minutes to transition to tables.

5. Table Top Conversations

- **Time:** 45 minutes
- **Content:**

20 tables each, with 10 people at the table, each will have a note takers (made of staff and volunteers). Tables have 3x5 cards, and/or butcher paper/ easels. They will be given the chance to have a discussion and answer the following questions:

Start: Please introduce yourself and briefly explain what brought you here or your relationship/ engagement with homelessness

1. What are your hopes and concerns about Micro Communities in Santa Fe?
 - a. Note to facilitator on question 1: We aren't looking for solutions, please help guide conversations away from specific ideas.
2. If you were a neighbor to a Micro Community, how could it be a good neighbor?
 - a. Note to facilitator: This can include behavior and aesthetics.
3. What would you do to be a good neighbor to a Micro Community?
4. What can the City do to address your hopes and concerns about Micro Communities?

8. Informal Mingling

- **Time:** 15 minutes

- **Content:**

- Informal networking session to foster community engagement and partnerships.

Total Event Time: 2.5 hours (Formally 6p-7:30p: Food starting at 5:30pm)

WE THANK YOU FOR YOUR CONTINUED SUPPORT IN OUR EFFORTS

CONTACT

City of Santa Fe | Community Health And Safety Department
119 E. Marcy Street | Suite 101 | Santa Fe, NM 87501

CITY OF SANTA FE | MICRO COMMUNITY ENGAGEMENT REPORT