New Mexico Coalition to End Homelessness

ANNUAL REPORT 2021
MESSAGE FROM THE
EXECUTIVE DIRECTOR

Hank Hughes

Dear Friends,

Now more than ever, we see the need to provide safe, secure and affordable housing for everyone in New Mexico. The pandemic made congregate shelters unsafe and the closure of public spaces made sleeping outside more difficult than it already was. While responding to the immediate crisis of the pandemic, we must also work toward a more just society where everyone has a place.

The New Mexico Coalition to End Homelessness continues its mission to use action, advocacy and awareness to bring us closer to the day when housing for all is a reality.

The past year or so has been full of activity for the New Mexico Coalition to End Homelessness. In addition to our regular work, our staff took on several new projects in response to the pandemic. As the dangers of COVID-19 became apparent in early 2020, we joined with many others to help vulnerable homeless people get to safety in hotels and motels that were largely empty. This effort was funded by many entities, both governmental and private.

You will read on the following pages about our programs; managing the Federal Continuum of Care Homeless Assistance grants for New Mexico, operating the Homeless Management Information System, managing the Coordinated Entry System, advocating at various levels of government for better policies and funding, and serving as a fiscal agent for two new shelter programs in New Mexico.

Thanks to all of you who support this work!
Homelessness in New Mexico is a persistent issue. Barriers to affordable housing, income discrimination and systematic prejudice against those with mental health and/or physical disabilities, to name just a few causes of homelessness, continue to affect thousands of New Mexicans each year. At the Coalition, our teams work toward the goal of ensuring that every individual and family in New Mexico can have a safe and stable place to call home.

Over the past year, our Coordinated Entry teams served 9,192 individuals and families facing homelessness. Of those, 1,051 were children under the age of 18. Over 2,450 of those served had a chronic health condition while homeless and, likewise, over 2,450 of the people served came to the Coordinated Entry System with a physical disability. The Coalition also saw an overrepresentation of American Indian and black/African American individuals and families experiencing homelessness; serving 1,308 and 784 people respectively.

Our Continuum of Care staff worked with Coordinated Entry to take the bi-annual Point in Time Count which records how many people are homeless on a single night in January. Our team found that 2,057 individuals and families were either in places not meant for human habitation, in emergency housing or in transitional housing on the night of January 25th, 2021. These numbers are likely a low estimate, limited in part by reduced volunteers and capacity due to COVID safety precautions and in part due to the difficulty of documenting a crisis where many people do not have a phone or internet and are regularly on the move to new locations.

With that said, we estimate that approximately 15,000 to 20,000 people experience homelessness in New Mexico each year.

NMCEH has worked with community providers to create additional intake pathways for homeless individuals and families in order to make strides to lessen this estimation.

We have operated as the fiscal agent for two shelters in Northern New Mexico throughout the pandemic; Consuelo’s Place Midtown Shelter in Santa Fe and Espanola Pathways Shelter in Espanola. These shelters have been monumental in creating safe, COVID responsive solutions during the lockdowns. NMCEH has also operated a motel program in cooperation with our members. We have provided over 7,000 nights of stay to 398 people through this program. We are grateful to the federal and local government, private foundation and private donor support that has allowed and given so many families and individuals a safe place to stay throughout the pandemic.
Below is some prominent data collected from the annual Point in Time Count, with both ABQ and BoS combined. These numbers are likely an underrepresentation with collection limitations due to COVID restrictions and safety precautions. Nevertheless, they give a clear indicator of some of the ways homelessness is impacting New Mexicans.

**HOMELESS PEOPLE IN NEW MEXICO**

2,057

- 59% were in emergency shelters
- 9% were in transitional housing
- 32% were in places not meant for human habitation/unsheltered

- 78 unsheltered people reported being homeless because they were fleeing a domestic violence situation
- 91 unsheltered youth and children under the age of 24
- 357 people reported being chronically homeless (homeless for at least a year and struggling with a disabling situation)
- And 128 unsheltered people reported being homeless for the first time
A QUICK DESCRIPTION

The Coalition coordinates the CoC Program for New Mexico. The cornerstone functions of the CoC are to foster community-wide collaboration and effective communication throughout the state by coordinating federal funding, fostering state-wide connections and aligning quality data with the goal of providing housing and supportive services for individuals and families facing homelessness.

Under the umbrella program of the CoC, these functions are meant to optimize outreach, intake and assessment with a centralized focus on data quality. Through funding allocations and pipelines, the CoC further allows for flow from the emergency shelter response system to housing through transitional housing, rapid rehousing and permanent supportive housing.

Our HMIS Team works with the HMIS centralized database which securely collects client-level information on demographics, characteristics and needs of people experiencing homelessness.

This data allows us to examine how we are doing as a local community, region and state in meeting the needs of people experiencing homelessness. The Coalition manages the HMIS databases, operating all aspects of technical support, management of reporting functions and ensures the data entered is transparent and as high quality as possible. We are jointly partnered in this area with the New Mexico Mortgage Finance Authority and the City of Albuquerque.

The Coalition advocates and lobbies for solutions to homelessness at the local, state and federal levels. We collaborate with partner providers, agencies, governmental bodies and community members to bring forward meaningful legislation that centralizes the need for affordable housing, supportive community services and legal measures to prevent forms of housing discrimination. We sponsor an annual lobby day during the state legislative session each year where our partners spend the day discussing with state law makers about legislative solutions to homelessness.

The Coalition works with over 60 agencies and partner providers around the State to offer comprehensive services, housing options, resources and funding to support homeless individuals and families. Our collaborations with agencies and partner providers break down into four interconnecting parts:

1. CONTINUUM OF CARE (COC)

2. COORDINATED ASSESSMENT SYSTEM (CES)

3. HOMELESS MANAGEMENT INFORMATION SYSTEM (HMIS)

4. ADVOCACY AND COMMUNICATIONS
The NMCEH Associate Director is a relatively new position implemented to support the Executive Director and to manage the growing organization and its performance. In the past year, and in the context of the COVID crisis and management response, NMCEH has been subject to significant staff turnover, requiring nearly complete re-establishment of the Balance-of-State Coordinated Entry and the statewide HMIS program areas. A primary responsibility of the Associate Director is direct supervision of all management staff (except fiscal administrative staff) and program areas.

In the past year, I charged an ad hoc team to develop a new employee annual evaluation form, and piloted the first round of performance evaluations using it. I also supported an agency-wide reorganization, and supervised hiring and placement of new staff in the HMIS, CES, and CoC program areas. The Associate Director also regularly represents NMCEH on a wide variety of local and statewide planning and information-sharing forums.

Having previously served for over a decade as the HMIS Project Director, in my role as Associate Director I continue to oversee several important aspects of that program while the new Project Director orients and develops. I am in process of training and transitioning this staff member and I continue to manage major reporting functions for HMIS. Some of these functions include initiating required annual system and local funder reports and the continuation of management for the technical support of HUD (Housing and Urban Development) database access in NM.

This includes statewide access to SAGE (our HMIS reporting repository) and technical assistance reporting for HDX (our statewide Homeless Database Exchange System) and for ESNAPS (the electronic management system for CoC programs and grants) as needed. A milestone accomplishment in 2021 has been working with new staff to draft a comprehensive Request for Proposals (RFP) for a new HMIS database software platform, and preparing for the RFP evaluation process, procurement, and system migration scheduled to begin in August 2021.
CONTINUUM OF CARE (COC)

The Continuum of Care, or CoC, is our core project to coordinate services for people experiencing homelessness throughout the state and to coordinate the use of federal homeless assistance funding. The CoC is funded by state and federal grants.

During the past year, the CoC has gone through several important changes which have allowed an increase in participation with our partner providers, the community and our local, city and state government contacts. While the pandemic brought challenges to our work, it has also given us deeper connections and collaborations and presented new opportunities to allow a continuum of services to those that face homelessness. Over the last year, our team restructured, which has streamlined our work, allowing for a centralized focus and stronger communication both internally and with our partners across the state.

Throughout the pandemic, our team has dedicated a focus towards providing increased technical support for our provider partners and the community in navigating the pandemic. This has not only been an achievement in retrospect but has also given us a strong system-wide foundation and contingency plan for future crises and the response measures needed for services to continue smoothly.

Our biennial Unsheltered Point-in-Time (PIT) Count, in which we do our best to document how many people are homeless on one night late in January every other year, continued despite the pandemic. Due to health safety measures, our usual community volunteer collaborations to conduct the count had to be halted. Because of this, we worked exclusively with our provider partners to conduct the count. This has led to deeper and increased collaboration between the CoC and our partner providers, which, in conjunction with our volunteer collaborations resuming, will strengthen future reports and systems-planning efforts. During the past year, we have also updated our written standards and guidance for our provider partners and have supported and facilitated an increase in collaboration with local, city and state government.

Looking forward, the increase in community and state-wide support of the CoC has recently allowed us to apply for allocations toward the creation of a Youth Homelessness Demonstration Project (YHDP) in southern New Mexico. If awarded this allocation, the CoC will be able to work with our partner providers and the community to provide significant services and support for homeless youth in the southern areas of our state.

_Hana Gossett, CoC Director_
ALBUQUERQUE CES

The ACES (Albuquerque Coordinated Entry System) team has worked throughout the COVID-19 pandemic without stop, referring clients to housing. 699 individuals and families that were enrolled in CES successfully exited to housing over the last year. These exits were a combination of referrals made by ACES to rapid rehousing, transitional and permanent supportive housing, city and housing authority-funded vouchers, and self-paid housing without assistance.

We have restructured our training which has led to an increase in the number of access points trained to administer the VI-SDPAT (an assessment which evaluates a person’s current situation so those that need housing most severely can attain it quickly and be given the appropriate resources). With our newly structured training, we have seen an increase in the number of clients entering CES as we continue to try and make access as easy as possible but have also seen a huge improvement in the quality of surveys we receive.

Over the past year we also received funding to hire an additional navigator for our team which has increased our capacity to respond to the 5000+ phone calls, texts, and emails from agencies and clients we receive each month. With our additional Navigator, we have increased our capacity to go out on the streets to meet clients where they are at, assess them, address their barriers and follow them all the way through the system until they are housed. We have been working hard to create stronger collaborative relationships with other agencies and have tried to have more of a presence in the community by going to agencies like Joy Junction and the West Side Emergency Housing Center to meet with clients, conduct assessments, and assist clients who do not qualify for ACES housing in identifying and applying for other housing options.

Recently, we were awarded a new contract from the City of Albuquerque to take over the 768-HELP line. This line will be used to help address the high volume of calls ACES receives. The staff working this line will screen calls for eligibility for ACES, complete VI-SDPAT assessments, and connect clients with the appropriate ACES navigator if eligible for ACES housing. They will also be able to spend more time than ACES navigators have to conduct in-depth conversations with clients who do not qualify for ACES Housing and connect them with the appropriate housing resources and housing-related resources such as case management, child care, transportation, behavioral health, etc.

Alexandra Paisano, CES ABQ Director

BALANCE OF STATE CES

This past year has been a chance for our BoS CES team to increase structure and organization which has allowed for us to work more collaboratively and with more clarity; both within our staff and with our partner providers across the state. Our team has seen many internal changes over the past year and it is thanks to our veteran staff members that our work has strengthened and continues to provide meaningful access to housing options for individuals and families facing homelessness.

Forrest Dudek’s work as the program manager of the Youth Homelessness Demonstration Project (YHDP) over the past year has gone above and beyond expectations as he has maintained his functions as a leader of our group during the pandemic and Dennis Weir has been instrumental in assisting our new staff members in learning all the ins and outs of their positions. They have also done an incredible job continuing our case conferencing system (where we discuss priority clients, barriers they face and how to get them around such barriers) throughout the pandemic.

We are excited for the increased collaborations we have made with our partner providers over the past year. These collaborative efforts allow us to get further in navigating the overall systematic barriers folks face in terms of evictions, resource access, transportation abilities and the likes. We continue to focus on full transparency of our system and our partnerships. Looking forward to the upcoming year we are excited to welcome two new BoS Navigators and one new YHDP outreach specialist onto our BoS CES team. These additions to our team will allow us to expand and create stronger access points to our homeless community members going forward.

Lee-Ann Foster, CES BOS Director
The New Mexico HMIS is a database that tracks the services received by people experiencing homelessness. It is funded by local, state and federal governments.

Within the past year, HMIS has seen a variety of changes. Some of these changes came from the pandemic and others happened alongside it. These changes have led to some roadblocks and challenges but they have also created energy, allowed our team new opportunities, and has pushed us to move through these challenges in order to continue our work to help those that face homelessness.

Over the past year and during the pandemic, the HMIS program has seen an almost complete staff turnover. I was welcomed as Project Director in March of 2021. Alongside myself, this year we welcomed Jake Bates, Projects Manager and Jen Boylen, Special Projects Manager. Our team is grateful for the leadership and wealth of knowledge of our veteran HMIS staff members; Associate Director, Mark Oldknow, HMIS Project Manager, Julie Jacquez and Data Analyst, Victoria Cruz. Without their work, continued performance of HMIS would have been difficult. Julie, for instance, has continued to train new HMIS users across the state virtually throughout the pandemic and Victoria's ongoing dedication toward data quality monitoring allows our systems to be transparent and effective for those who utilize it.

Finally, one of the biggest changes for the HMIS team this year is largely happening behind the scenes. The allocation of a special COVID funding distributed by the MFA, has allowed us to begin searching for a new HMIS software vendor and, thanks to Jen, we have recently published our request for proposals. This exciting process would not have been possible without Jen's dedication, time and effort. We are excited to update our HMIS software with a new vendor so that our work can continue to better serve homeless individuals and families. We currently address 80 to 100 technical assistance calls per month and it is our hope that the new HMIS software will allow ease, access and broader use for all of us working to end homelessness in New Mexico.

Adeyemi Johnson, HMIS Director
As the risk of homelessness sharply increases with the onset of the pandemic, the need for robust legislation to increase protections for renters, affordable housing and supportive services becomes more important than ever. Housing advocates throughout the state rallied together to lobby legislation at this past 2021 Legislative Session, which had both the support and uniform message of our needs across the state.

Our partners in advocating for homelessness and housing insecurity solutions were comprised of community partners in the legal, non-profit, and personal donation sectors. This fostered many new connections and sources of help for both the Coalition and our partner providers in New Mexico. These partnerships continue to flourish.

These new partnerships give strength to the advocacy efforts and make new collaborations offering exciting avenues for us to rally together to present future legislative priorities. With the looming eviction tsunami on the horizon as the eviction moratorium comes to an end, we are increasingly grateful to our partner providers and for these new collaborations, as we work to prevent the possibilities of increased homelessness in the coming months. We are thrilled to see a concerted effort coming out of State and Local government to highlight and forefront homelessness as a primary issue to solve, and are ready to utilize this governmental focus as much as we can in order to keep the necessity of safe and secure housing for everybody a priority going forward.

Brie Sillery, Communications Strategist
The Consuelo's Place Shelter, at the former University of Art and Design Midtown Campus in Santa Fe, was set up in March 2020 to address emergency shelter, COVID quarantine, and safety needs during the start of the pandemic. Because of this, the Consuelo's Place staff hit the ground running with very little time between the pandemic's arrival and the Shelter's open date. Throughout the year, Consuelo's Place has served 418 clients, 377 of which were in the lowest bracket for average median income and to whom the pandemic and the shutdowns during the past year were especially difficult. The Shelter has also served 84 clients in quarantine and has successfully kept them and the rest of those staying in the shelters safe from COVID-19.

As the Director of Consuelo's Place, I am particularly proud of our ongoing case management services that are available on the campus. We work with many local organizations to connect clients to appropriate housing and services. We are collaborating with Youth Works and will soon be initiating a partnership to attain meals for clients who cannot afford food. We have established a collaboration with Southwest Care Center to center harm reduction techniques and best practices for our clients who need these services. We have further set up a direct line of communication with Christus St. Vincent Hospital to coordinate quarantine placements at Consuelo's Place Shelter.

Though starting the Shelter up in such a fast and intense period was a hurdle to overcome, the community support and awareness and my connections through the Prevention Alliance have allowed Consuelo's Place to offer refuge to many and to become a strong and resilient housing program. This would not have been possible without the incredible team and staff at the Shelter who have continued to make everything run smoothly and to put our client's best interests first as they find stable and secure housing.

Korina Lopez, Consuelo's Place Executive Director
Espanola Pathways Shelter is Espanola's first and only low-barrier shelter serving 10 men, 10 women and up to 2 families, operating since January 2020. We offer emergency shelter, supplemental housing, crisis medical referrals, supportive services, recovery referrals and comprehensive case management. The pandemic caused many hurdles to overcome including construction delays, closures, turnover and constant readjustments due to the new norms of living through the lockdowns. The pandemic also brought in funding, allowing us to persist despite the odds, with motel placements, non-stop case management, parking lot distribution, recovery referrals, outreach and more. We created meaningful partnerships with over 30 organizations and hosted a safe, COVID free tent city to keep people off the streets and safely distanced during the height of the pandemic. Thanks to the CARES Act funding we temporarily doubled our staff and with the support of Santa Fe County, purchased a motel to create a transitional housing center. We later acquired funds that will purchase another building which houses our shelter and is landlord to Goodwill and a holistic fitness center.

The dedicated staff at Espanola Pathways have been tirelessly serving more than 300 original shelter guests, 1300 meals, 85 motel placements, 40 housing placements, 40 rehab referrals and so much more! Without them, none of these achievements would have been possible.

It is our intention for EPS to build our funding sources to become the destination pathway to end homelessness and SUD in Espanola.

Dena Moscola, Espanola Pathways Executive Director

**PANDEMIC MOTEL PROGRAM**

From the fall of 2020 through early spring 2021, NMCEH operated a motel program in cooperation with our members. Homeless people were placed in participating motels to keep them safe from COVID, because the congregate shelters were forced to close and living outside became much more difficult with most public facilities also closed. While homeless people throughout New Mexico were helped by the program, our program eventually focused on Santa Fe where our main office is located. In Santa Fe, NMCEH provided over 7,000 nights of stay to 398 people. The program was funded by numerous sources including federal and local government, local foundations and private donors. The result of the program was that there was no outbreak of COVID among homeless people in Santa Fe during that time.

Hank Hughes, NMCEH Executive Director
GET TO KNOW THE COALITION MEMBER AGENCIES

OUR MEMBER AGENCIES ARE IN 17 COUNTIES AND 18 CITIES ACROSS NEW MEXICO

14
ALBUQUERQUE
A New Day Inc.
Albuquerque Health Care for the Homeless
Barrett Foundation, Inc.
Casa Q
Catholic Charities of Central NM
Crossroads for Women
Cuidando Los Ninos
Enlace Comunatario
First Nations Community Healthsource
Goodwill Industries
Good Shepherd Center
Heading Home
Heroes Walk Among Us
HopeWorks
New Life Homes
S.A.F.E. House
Serenity Mesa
Supportive Housing Coalition of NM
Tender Love Community Center
Therapeutic Living Services
Western Sky Community Care
Youth Development Inc.

BERNALILLO
Bernalillo County
County of Sandoval

CARLSBAD
Carlsbad Community of Hope

DEMING
Deming Silver Linings
Southwestern Regional Housing

FARMINGTON
Family Crisis Center
Masada House Inc.
New Beginnings
People Assisting the Homeless (PATH)
San Juan Catholic Charities
San Juan County Partnership
Totah Behavioral Health Authority

GALLUP
City of Gallup

LAS CRUCES
Abode Inc.
Amador Health Care
Beloved Community
City of Las Cruces
Families and Youth Inc.
La Casa, Inc.
Mesilla Valley Community of Hope

LAS VEGAS
Samaritan House
Mental Health Association of NM

LOS LUNAS
Valencia Shelter for Victims of Domestic Violence

LOS ALAMOS
Unitarian Church of Los Alamos

RIO RANCHO
Haven House

ROSWell
Alianza of New Mexico
Assurance Home

RUIDOSO
High Mountain Youth Project

SANTA FE
Casa Milagro
Esperanza Shelter
Interfaith Shelter
The Life Link
Santa Fe Community Housing Trust
Santa Fe Veterans Alliance
Southwest Care Center
Youth Shelters and Family Services

SILVER CITY
El Refugio
Silver City Gospel Mission
S.P.I.N. Supporting People in Need

SOCORRO
El Camino Real Housing Authority
Puerto Seguro Safe Harbor

TAOS
Community Against Violence
DreamTree Project
Toas Coalition to End Homelessness

TULAROsa
Coalition to End Homelessness in Otero County
NMCEH LEADERSHIP

HANK HUGHES
EXECUTIVE DIRECTOR

Hank Hughes is the Executive Director of the New Mexico Coalition to End Homelessness based in Santa Fe, NM. He co-founded the Coalition in 2000 with other New Mexico advocates for homeless people and became the Coalition’s Executive Director in 2001. The Coalition now has a staff of 30 helping agencies develop housing for people experiencing homelessness, operating a coordinated entry system and managing the New Mexico Homeless Management Information System. Prior to his work at the Coalition, Hughes was the Executive Director of St. Elizabeth Shelter in Santa Fe. He started out as a Water Resources Specialist at the Cornell Center for Environmental Research and he has a Master of Engineering in environmental systems engineering from Cornell University. In 2020 Hughes was elected to the Santa Fe County Commission and was appointed to start his term early on September 1, 2020. For now he is serving in both capacities as a County Commissioner and Executive Director of the Coalition.

MARK OLDKNOW
ASSOCIATE DIRECTOR

Mark Oldknow has served as the NMCEH Associate Director since 2019, prior to that he served for nearly a decade as the NM HMIS Project Director. He was one of the first community volunteers at the original St. Elizabeth’s Shelter in the 1980s. Mark is a nearly 50 year resident of Santa Fe, a graduate of the “great books” program at St. Johns’ College and the UNM Graduate program in clinical psychology. In his career he has served as an archaeological field assistant, a hat maker, and Senior Staff Advisor at NM CYFD under two cabinet secretaries. Mark is an active Freemason and is the current COO of the landmark Scottish Rite Temple in Santa Fe. He can often be found walking the Santa Fe River with his dogs.

KORINA LOPEZ
DIRECTOR OF CONSUELO’S PLACE

Korina Lopez began working as the Executive Director of Consuelo's Place Midtown Emergency Shelter in August of 2020. Before this she worked at Youth Shelters and Family Services.

DENA MOSCOLA
DIRECTOR OF ESPANOLA PATHWAYS

Dena Moscola came to NMCEH in December of 2019 from Resolutions Coaching and Training, a national leadership coaching & training firm which she founded in 1997. She has always had a deep passion for helping others transform their lives and since 1982 has been serving individuals and nonprofits to help those with mental illness, SUD and special needs.
Lee-Ann Foster came to NMCEH from First Nations Community HealthSource. She has been at NMCEH for 14 months.

Hana Gossett came to NMCEH from SAFE House. Hana has been here for 5 years and currently leads the Continuum of Care Team.

Adeyemi “Prince” Johnson comes to NMCEH from UNM Hospital where he worked in data and information. He has over a decade of experience in data management systems.

Alexandra Paisano came to NMCEH from the Bureau of Indian Affairs in November of 2020. She has 5 years of experience working in homelessness and with underserved communities.

Brie Sillery comes to NMCEH after a year of public service to NMCEH from 2015 – 2016. She has a deep passion for understanding the systemic creation and perpetuation of homelessness and housing security, and to identify solutions to ensure that everyone has continued access to a safe and secure home.
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FINANCIALS

**REVENUE & SUPPORT BY TYPE**

- **853,926** Contributions
- **9,018** Dues and Memberships
- **234,202** Federal Grant Income
- **28,579** Interest Income
- **984,731** Investment Income (net)
- **67,142** Other Grants and Contracts
- **36** Program Service Fees

Revenue types not seen in the above chart (Interest income and Change in value of agency endowment fund) are 36 and 27 respectively.

**TOTAL REVENUE AND SUPPORT** $2,170,241

**EXPENSES BY TYPE**

- **162,965** Management
- **1,861,017** Program Services
- **9,514** Fundraising

**TOTAL EXPENSES** $2,033,496

**FINANCIAL POSITION**

- **ASSETS**: 540,063
- **LIABILITIES**: 115,828
- **NET ASSETS**: 424,235
Our mission is to assist communities to create solutions to homelessness from prevention through permanent housing by using action, advocacy and awareness.