

CABQ Resource Tools Optimization

Health Equity Council

Executive statement

A new dashboard tool from the CABQ Health, Housing, and Homelessness department was unveiled (<https://www.cabq.gov/health-housing-homelessness/homelessness/homelessness-statistics>) in February 2024. This tool contains useful statistics and an asset map, which show potential to help individuals experiencing homelessness, service providers, and government agencies to navigate the complex system of local resources. Some edits and additions, with more real-time information, are proposed here to maximize the benefit available to those using the city website.

Background

Analysis for this one-pager was completed by comparing the websites for city government services in Denver, CO; Colorado Springs, CO; Tucson, AZ; Phoenix, AZ, and Oklahoma City, OK. Qualitative review was done by people who are currently unhoused and attempted accessing CABQ services. Currently, the dashboard includes a map and a link to a resources page, which is then sub-divided into 6 categories. In order to keep the page up-to-date and to include new features as listed below, it is recommended to procure funding to HHH for additional staffing web support.

Recommendations

Recommendation 1: Include real-time information for emergency/day shelters about onsite bed availability

Include the number and types of beds available at all city-funded sites (e.g. 6 out of 40 beds for women available, 0 out of 12 beds for couples, etc.) Provide stipends or incentives for privately-funded sites to provide regular updates for their locations, including an individual's wait list status where applicable.

Recommendation 2: Make the resource list more accessible by allowing it to be searched, filtered, and printed

Current web layout prints all resources for a single category in a large-font list, with additional extra pages of unnecessary web design. Allow for multiple resource categories (e.g. Day shelter, Emergency shelter, Meal sites, etc.) to be printed together. Add a field with storage rules including capacity/volume constraints and duration.

Recommendation 3: Include CABQ plans and resources for severe weather (hot and cold)

Add a section with criteria and how the notification will be provided when the Severe Weather Plan is activated. Other cities are increasing Day Shelter capacity by mobilizing libraries or community centers as temporary sheltering sites. Storage bins and temporary shelter for pets are a best practice for while their owners are in these spaces.

Recommendation 4: Enhance resource list for eviction and utility-related services

Include city-supported non-profit organizations (e.g. Vizion Sankova is currently not on this linked list.) Add programs that help people with move-in utility fees, deposits, etc for those with fixed income. Make these resources part of the searchable list from Recommendation 2.

Recommendation 5: Easy reporting from people who stayed in the CABQ-funded shelters

Create an e-form for visitors to shelters to submit a grievance that is recorded and filed for documentation and analysis of trends. Add a digital copy of the policy regarding banning/temporarily restricting people from the shelters including where to call to find out when they are eligible for shelter again and how to appeal the expulsion.