



Building a Continuum of Care:

Integrating public health, housing stability, and homelessness
response under one coordinated municipal system.

Presenter:

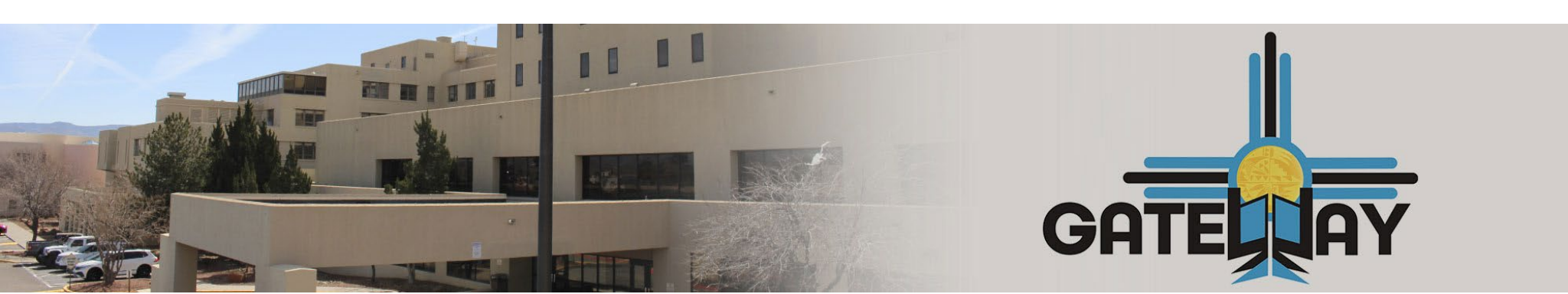
Gilbert Ramirez, MSW, LCSW, LSSW (He, Him, EI)

Director -Department of Health, Housing & Homelessness



**ONE
ALBUQUE
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health, housing &
homelessness



Through the Gateway Center and its expanding network of services, the City of Albuquerque is moving beyond short-term solutions. We are building a durable, coordinated, and compassionate response to some of our city's most pressing challenges. And we are doing it with transparency, urgency, and the belief that every resident deserves safety, dignity, and opportunity.





The Evolving Landscape of Behavioral Health & Unhoused Related Needs:

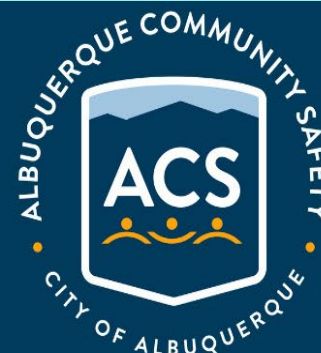
- Increase in behavioral health crises, substance use disorders, and gun violence.
- Strain on traditional first responders (police, fire, EMS) and hospital emergency departments.
- Unhoused crisis with increasing numbers of individuals experiencing homelessness.
- Lack of sufficient Affordable housing stock



ACS

The Creation of Albuquerque Community Safety (ACS)

- What is ACS? A nationally recognized alternative response model to 911 calls involving behavioral health crises, substance use, and homelessness.
- Impact: Reducing reliance on police for behavioral health calls, increasing access to appropriate services.
- Key programs and response teams: Behavioral health responders, street outreach teams, connection to case management.



RESPONDERS TO UNHOUSED



Law enforcement and
violent/life-threatening
situations



Mental health, substance use,
homelessness, and other non-
criminal/non-medical issues



Fires and emergency
medical needs



24/7 Network of care for
help, healing and
housing

Gateway West

- New Mexico's Largest Shelter
- Can serve up to 660 people per night
- 3,354 admissions in FY25
- Daily bus service to the shelter
- Provides case management, transportation to appointments, and medical checkups
- Connection to other Gateway services
- Became a 24/7 shelter in 2021



SHELTER DESERT IN NEW MEXICO

Gateway West:

Serves 660
people per
night with
capacity to
expand to 700

Cumulative
shelter beds
outside of
ABQ: 606 beds



Farmington: People
Assisting the
Homeless (PATH) &
Childhaven: 36 beds



Española
Pathways
Shelter: 20 beds



Taos:
DreamTree
Project/Taos
Nest: 100 Beds

Rio Rancho: 0 shelter bed
capacity



Santa Fe:
6 shelters:
Cumulative: 232 Beds



**Gateway West:
660 Beds**



SPIN SOS
(Seasonal
Overnight Shelter):
66 beds

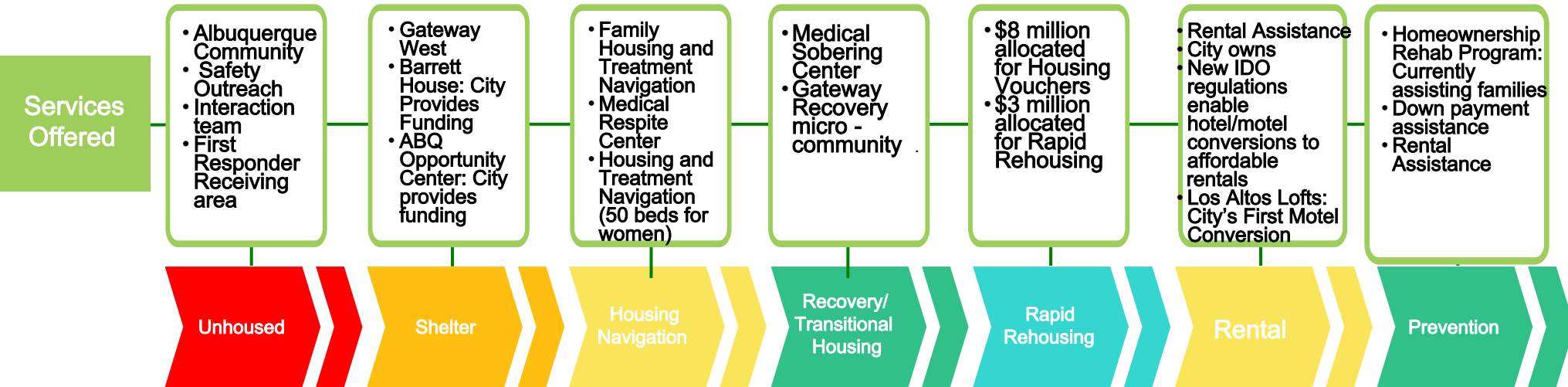
Los Lunas & Belen: 0
Shelter bed capacity



Las Cruces
Gospel Rescue
Mission:
120 Beds



City of Albuquerque Continuum of Care



GATEWAY SYSTEM OF CARE



GATEWAY CENTER

Campus providing medical, behavioral, and social services including overnight beds, first responder intake, medical sobering and respite.

Open Since 2023
more services coming in 2025



GATEWAY WEST

Safe, supportive 660-bed facility for individuals experiencing homelessness, offering specialized resources and case management.

Open 24/7 Since 2019
660 Beds Per Night Available
Overflow of 70 beds



GATEWAY FAMILY

Supportive housing center for families with overnight beds, meals, and case management to help achieve stable housing.

Open Since 2020
65 Rooms Available, averaging 195-260 beds per night



GATEWAY YOUNG ADULT

Housing and support for young adults ages 18-25 experiencing homelessness, tailored to their unique needs.

Opening Late 2025
40 Beds Per Night Available



GATEWAY RECOVERY

50-resident micro-community offering low-barrier beds, recovery services, and support for 18 - 24 months.

Opened May 2025
46 Pallet Homes Available
Serves 50 people

1,197 Beds Per Night throughout the Gateway System of Care

5 GATEWAY CENTER SERVICES

HOUSING & TREATMENT NAVIGATION
overnight beds and support to transition to housing, additional beds in 2024
Open Since 2023

50 Beds Per Night Available
142 New Beds Coming Online

FIRST RESPONDER RECEIVING AREA
overnight drop off to get people inside and connected to services
Open Since 2024

15 Beds Per Night Available
5 Overflow Beds

ENGAGEMENT CENTER
support services like case management and job training
Open Since 2023

MEDICAL SOBERING
medical monitoring and treatment to gain sobriety
Opening 2025

50 Beds Per Night Available

MEDICAL RESPITE
a safe space to recover from illness or injury & receive treatment/services
Opened Feb. 2025

50 Beds Per Night Available

Gateway Center is home to 9 tenants offering a cumulative 134 in-patient beds