



Fact Sheet

Our Mission:

- To assist people who are experiencing homelessness or near-homelessness by providing resources, opportunities, and hope.

Our Vision:

- **To end homelessness, one family, one individual, at a time.**

Contact:

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History:

We are 501(c)(3), community-based nonprofit organization. Founded in 1985 by a group of concerned leaders, HopeWorks has grown to become the largest provider of services for people experiencing (or at risk of) homelessness in New Mexico. Every year, approximately 15,000 individuals come to us for help.

But, HopeWorks is more than a homeless shelter. Our day shelter is not only where meals are served, but also has:

- A mailroom.
- A place to shower.
- Access to health and hygiene items like razors, deodorant, sunscreen, undergarments, and feminine hygiene products.
- Short and long-term storage.
- Access to telephone and internet.
- A clothing room.

We also offer:

- **Behavioral and mental health services, as well as individual and group therapy.** HopeWorks is a Community Mental Health Center, which means we can provide these services to anyone, regardless of their housing situation.
- **Assistance in employment.** We house a robust Employment Services division, which helps clients with job placement, retention, training, and temporary and permanent employment.
- **Housing.** Through our myriad of housing programs, we help individuals and families exit homelessness and remain housed.

During the last fiscal year:

- 8,110 individuals came to HopeWorks for shelter, meals, clothing, hygiene, mail, and more.
- Over 147,000 meals were freshly prepared and served at our shelter – **an increase of 4% from the year prior.**
- 343 individuals and 104 children were permanently housed through our various housing programs.
- Over 1,500 clients sought job development and placement. **As a result, 223 people were placed into permanent jobs.**
- Approximately 800 clients received behavioral health services, including therapy and medication management.
- Our Outreach team engaged with 1,146 individuals living on the streets, in tunnels, and along alleyways in an effort to gain their trust and get them into services. **64% were referred directly to behavioral and housing services within 72 hours.**
- 30 families were placed into permanent housing within two weeks of their homelessness episode. **In the next year, we anticipate rapidly re-housing 70 families experiencing homelessness in Sandoval, Bernalillo, and Valencia counties.**

List of Programs

Shelter and basic needs:

- Day Shelter
- Clothing
- Storage
- Showers
- Mail Service
- Meals

Outreach

Housing

- Almost Home
- CoC Rental Assistance
- Displaced Tenants
- Home Program
- Homeless Prevention
- Linkages
- Local Lead Agency
- Rapid Rehousing
- Supportive Housing Case Management
- Welcome home

Hope Found

Hope Village

Behavioral/Mental Health & Substance Abuse

- Assertive Community Treatment (ACT)
- Assisted Outpatient Treatment (AOT)
- Comprehensive Recovery Team (CRT)
- Casa de Phoenix (CdP)
- Dismas/Covenant Houses
- Medication Management
- Mobile Crisis Teams (MCT)
- Psycho-Social Rehabilitation (PSR)
- Therapy Services

Employment and Benefits

- Job Development
- Medicaid Enrollment

Hope Village: The First of Its Kind in New Mexico

We are always searching for innovative, creative solutions to end homelessness. To this end, we will be building a 42-unit permanent supportive housing structure directly on our campus.

This project—the first of its kind in New Mexico—will house the most chronically homeless: those individuals you see living on the streets, who may have lost hope and a sense of future.

This is a pivotal first step. Housing is the only real solution.

HopeWorks' comprehensive service array is able to help those most at risk of homelessness, including those with severe and persistent mental illnesses, substance abuse problems, military veterans, women and families fleeing domestic violence, and the medically fragile.

Hope is at the center of everything we do.

[Click here to read about all of our programs.](#)

For a more comprehensive look at our services, please visit the [Case for Support](#).