



# Consuelo's Place

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# Agenda

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- Introduction
- History
- Mission
- Successes
- Challenges
- Needs



# Introductions



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Michele Williams – Executive Director, Consuelo's Place

Kristen Woods – Program Manager, Youth and Family Services  
Division

# History

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- When the Covid 19 pandemic struck in March of 2020, the NM Department of Health collaborated with the City of Santa Fe to create a location to shelter those who were unhoused in a social distancing appropriate setting.
- Initially, the shelter was called “Midtown Emergency Shelter” and was only anticipated to keep its doors open for the duration of the pandemic. As the pandemic wore on over several years and the homeless epidemic expanded, funding became more supported for operations.
- As this evolved, Midtown Shelter became “Consuelo’s Place,” in honor of a relative of a city employee. The color yellow was selected in honor of Consuelo’s favorite color.
- Consuelo’s Place is the City’s largest Non -Congregate Shelter.

# City of Santa Fe and Consuelo's



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The City of Santa Fe has funded Consuelo's Place every year since its creation. The FY26 contract with Consuelo's Place is for \$780,000. Additionally, they are operating at the St. Michael's Hall building at Midtown. Consuelo's Place receives some additional funds from Santa Fe County.

# Consuelo's Place



**MISSION:** Consuelo's Place provides non-congregate shelter for vulnerable individuals and families who are transitioning into permanent housing or whose unique circumstances make it difficult to succeed in a congregate setting ; and provides life-stabilizing services for those individuals .



# What We Do & Who We Serve

- ★ Non-congregate shelter
  - 60 rooms
  - Avg. 70-90 clients in house
  - Avg. length of stay=276 days
- Wraparound case management
  - All clients participate in case management and must be working towards a housing plan\*
- Medical respite

Primarily families with children  
Adults with disabilities  
Older adults

Private rooms make us uniquely suited for many who have experienced domestic violence, sexual trauma, and human trafficking, along with veterans and the LGBTQIA+ population.



# 2025: By the numbers

- 218 individuals served
  - 147 adults
  - 70 children
- Age range: newborn-86 years old
- 27% of clients are over the age of 55
- 55% of clients have underage children
  - 29 % female head of household
  - 26 % single fathers

- 63% of clients are disabled
- 40 medical respite
- Medical respite and disabled clients are high risk on the street with high medical needs -EMS services support





**64% of discharged clients went to long term housing in 2025!**



# Discharges: By Type

Declined Case Management: 3%

Self-Discharge: 18%

Deceased: 3%

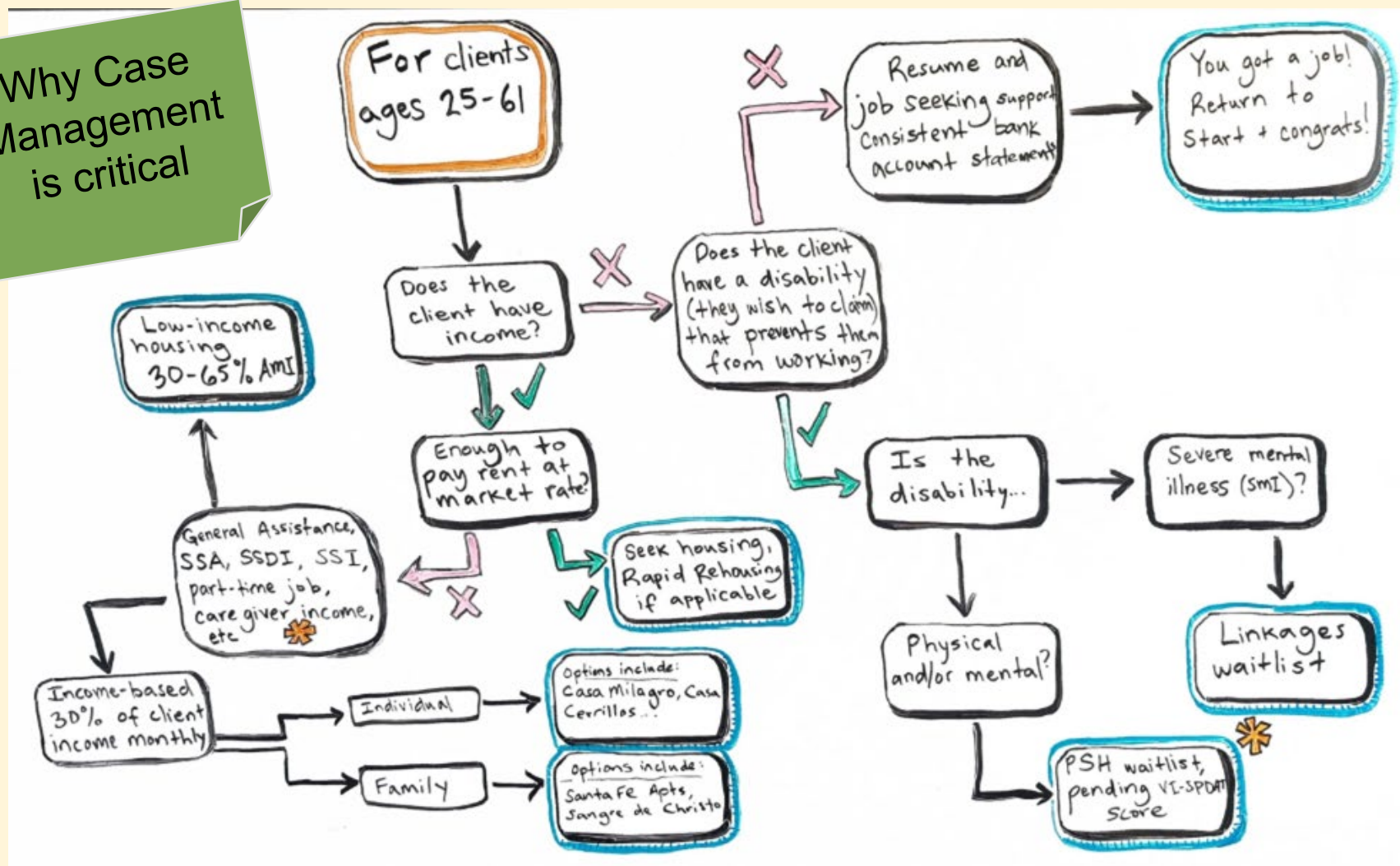
Behavior Discharge: 17%

Housing Placement: 64%



# Path To Housing

Why Case Management is critical



# Where did they go?

Self-pay: 33%

Affordable unit (30 -60% AMI): 17%

Permanent Supportive Housing:  
17%

Linkages Voucher: 11%

SF County Housing Authority: 8%

Nursing Home: 8%

College: 5%

Homeownership: 1 person



# Staffing Model

Executive Director

1 Front Desk Manager

8 Front Desk Staff (24/7 coverage)

4 Full time Case Managers

1 Part time Case Manager (Domestic Violence specialist)

Locally trained and certified through New Mexico –based programs including: Certified Peer Support Worker (CPSW) and Certified Community Support Specialist (CCSS), ensuring our services are trauma -informed, culturally responsive, and rooted in best practices.



# Services Provided

## Wrap -around Case Management

- Housing
- Health
- Income
- Life Skills
- Medical needs/appointments
- Legal/Safety

## Additional Services

- Addressing Food insecurity:
  - Youthworks -Dinner
  - Food Depot
- Hygiene and Laundry Supplies
  - Diaper Distribution Site
- Transportation
- Group Classes
- Building Community
  - Holiday Celebrations



# Budget

FY 25-26  
Total:\$1,035,998

FY 26-27 (estimated)  
\$1,100,000

Cost per client= \$5,000/year (71% funded by city)

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Pro Publica research:

City of ABQ \$169/night for incarceration vs \$44/night shelter

Consuelo's Place: \$13.02/day



# Non - Congregate Shelters Work Better

Studies show that non -congregate shelter models —such as private rooms, motel conversions, or tiny -home villages —produce higher housing placement rates and better resident stability than traditional congregate shelters.

1. Privacy, Autonomy, and Safety
2. Better Engagement With Services
3. Stabilization
4. Lower Stress Environment

Residents experience fewer safety concerns and distractions, which support



# Mirroring: Shelter Stay to Housing

## Evidence:

- Noncongregate settings mirror permanent housing, which improves readiness for long-term housing stability.
- Programs that prioritize housing stability + supportive services improve well-being, financial security, and long-term outcomes.
- Trauma research shows instability and unsafe environments directly predict long-term housing instability, particularly for families.

## Children

- Support consistent schooling, sleep, and development
- Decrease long-term health and behavioral risks

## Seniors :

- Reduces fall risk and exposure to unsafe environments
- Supports medical stabilization and continuity of care



# Focusing on the Future

Received 501(c)3 Status

Anticipate independence 7/1/26

Building Awareness

*[www.consuelosplace.org](http://www.consuelosplace.org)*

*Facebook*

*Instagram*

*Youtube*

*E-Newsletter*

Future goals:

- Development funding ask
- Facility development contractor ask



