

CITY OF ALBUQUERQUE
DEPARTMENT OF HEALTH, HOUSING & HOMELESSNESS

VOLUNTEER ANNUAL REPORT FY24

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OUTREACH/VOLUNTEER COORDINATOR**



EXECUTIVE SUMMARY

The Department of Health, Housing and Homelessness volunteer program provides compassionate support to individuals experiencing homelessness who are currently housed at one of our city sponsored shelters, including Gateway West, Family Housing Navigation Center & Gateway Center. The program focuses on meeting immediate needs, fostering a safe environment, and promoting community integration. Through their dedicated efforts, volunteers play a crucial role in alleviating homelessness and creating positive impacts in the lives of those seeking assistance.

Our volunteer program was launched in November of FY 24 utilizing our OneABQ volunteer platform to list all volunteer opportunities and to track all the hours worked by our volunteers.

During an eight month period we had a total of 105 events, with 351 volunteers who have logged 1216 volunteer hours, with an impact value of \$32,771. The impact value is calculated based on the total hours per volunteer for their entire shift times the local rate of volunteerism (\$26.95 current rate taken from the independent sector, value of volunteer time by state).

Activities have included: donation processing, bed building events, holiday events, activity room organization, arts & craft events and family activities.

# of volunteer events	# of Volunteers	Total Volunteer Hours	Impact Value*
105	351	1216	\$32,771



DONATION PROCESSING EVENT AT GATEWAY CENTER



EARTH DAY CLEANUP AT GATEWAY WEST WITH SAM'S CLUB EMPLOYEES



BED BUILDING AT GATEWAY WEST WITH AMAZON EMPLOYEES



CHRISTMAS MEAL SERVICE AT FAMILY HOUSING NAVIGATION CENTER



THANKSGIVING DAY MEAL SERVICE AT GATEWAY WEST



DONATION ORGANIZATION EVENT AT GATEWAY WEST WITH VOLUNTEERS

GATEWAY WEST

Several impactful volunteer events were hosted that greatly benefited the shelter and its residents. A key highlight was the clothing donation management initiative, where volunteers organized and distributed over 150 bags of donated clothing. This effort ensured that residents had access to essential clothing items.

During the holiday season, volunteers came together to serve a buffet-style Thanksgiving and Christmas dinner with 45 volunteers who helped serve 35 donated pumpkin pies. A warm clothing donation drive resulted in over 500 items that were collected and distributed at shelters.

In celebration of Earth Day, Sam’s Club volunteers led a cleanup event outside of the shelter and collected 15 bags of litter. The first bed-building event was held on May 14th where Amazon volunteers constructed 60 new beds in the first newly remodeled dormitory.



DONATION ORGANIZING EVENT AT GATEWAY WEST WITH STARBUCKS VOLUNTEERS

# of volunteer events	# of volunteers	Total Volunteer Hours	Impact Value
29	139	465.5	\$12,545



HOLIDAY PARTY, GIFT GIVING & MEAL SERVICE EVENT



DONATION ORGANIZATION EVENT AT GATEWAY WEST WITH YALE ALUMNI VOLUNTEERS

FAMILY HOUSING NAVIGATION CENTER

A wide range of volunteer activities were held that significantly enriched the lives of the families. A standout effort was the donation management initiative, in which volunteers organized, sorted, assembled, and equipped supplies for 7 activity rooms. An onsite clothing bank was also organized & set up for children and families.

The holiday season was marked by Thanksgiving Day and Christmas meal service, where volunteers served festive meals. Other festive activities included: ornament making, a gift wrapping event, Eggstravangza Spring Celebration & egg hunt, and an end of school bash with water play and toys.

Throughout the year, volunteers led various family-centered activities including story and craft time, family game night, movie nights and chess club. These activities fostered a strong sense of community within the shelter, offering families moments of joy and connection during challenging times.



NEW CRAFT ROOMS & PLAYROOMS SET UP AND ORGANIZED BY VOLUNTEERS

# of volunteer events	# of volunteers	Total Volunteer Hours	Impact Value
68	172	544.1	\$14,663



THANKSGIVING DAY MEAL SERVICE



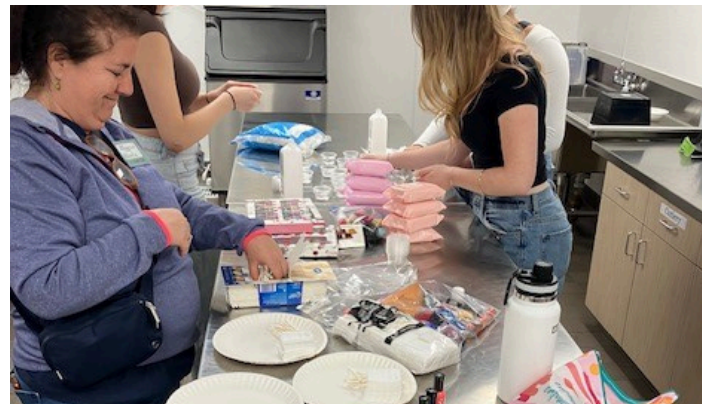
VALENTINES DAY TEA PARTY HOSTED BY HEART TO HEART VOLUNTEERS

GATEWAY CENTER

At Gateway Center, volunteers made a significant impact through various activities. They organized clothing & donated supplies that were distributed to shelter guests. During the holiday season, volunteers provided warm meals through Thanksgiving and Christmas Day meal services. In February, a Valentine's Day Tea Party brought joy and connection to residents.

Creative expression was encouraged during Art night that was hosted by Calvary Church in which clients painted canvas tote bags. Self-Care day was hosted by Bosque HS students and offered relaxation and wellness activities, promoting overall well-being. These events fostered community, care and comfort for all involved.

Another key highlight was for the new donation processing center to be assembled and organized in the basement. Supplies, clothing and toiletries were donated from our Amazon partners. All items will serve all three of our city shelters.



SELF-CARE DAY HOSTED BY BOSQUE HS STUDENTS



PAINT NIGHT EVENT HOSTED BY CALVARY CHURCH

# of volunteer events	# of volunteers	Total Volunteer Hours	Impact Value
8	40	207	\$5,578

ACKNOWLEDGEMENTS

Special thanks to our volunteers for their amazing dedication and work to help make a difference in the lives of our unhoused community.

Congratulations to Regina Hofler who was awarded the OneABQ Volunteer Award for the month of April for her outstanding dedication to HHH. She has volunteered 144 hours for HHH shelters.

Thanks to the following groups and organizations for their support:

- Starbucks
- Amazon
- Sam's Club
- Sagebrush Church
- Yale Alumni
- ServePro Of NM
- Heart to Heart
- Citizen Church
- Calvary Church
- Bosque High School
- UNM International Service Corps
- CABQ Office of Civic Engagement



LOOKING FORWARD

We have upcoming events at our city shelters, where we'll be engaging in a variety of impactful activities:

Gateway West

- Bed building events
- Under bed storage building events
- Resource & job fair
- Holiday meal services

Family Housing Navigation Center

- Dance classes
- Holiday parties & holiday meal service
- Story & Craft time

Gateway Center

- Donation processing center
 - > Implementing a streamlined process of accepting, sorting, and distribution to benefit all 3 shelters
- Holiday meal services
- Paint night events

Additionally, we're looking forward to hosting the Dual Diagnosis Summit and the Fentanyl Summit, both of which will provide valuable insights and resources for addressing critical issues in our community. Each of these events represents a step forward in enhancing our support systems and making a positive difference.



THANKSGIVING DAY MEAL SERVICE
AT FAMILY HOUSING NAVIGATION CENTER

