



# Community + Human Development Department

## 2025 State of Homelessness Round-Table Summary

### Overview

On March 26, 2025, the City of El Paso's Department of Community and Human Development (DCHD) hosted a State of Homelessness Round-Table event at Amistad (3210 Dyer). Facilitated by Enrique Mata and Josue Lachica of the Paso del Norte Center (Meadows Mental Health Institute), the session aimed to gather key stakeholders to share insights, align on values, assess needs, and strengthen collaboration among homelessness support agencies across El Paso. The day-long event followed a structured agenda including discussion topics such as organizational values, common goals, community needs, and cross-agency expectations.

### Agency Participation

The following agencies attended the State of Homelessness Round-Table session on March 26, 2025:

- American Gi-Forum
- Amistad
- Braden Aboud Foundation
- Center Against Sexual and Family Violence
- Centro San Vicente
- City of El Paso Department of Public Health
- Dan & Tutwiler
- Emergence Health Network
- El Paso Coalition for the Homeless
- El Paso Center for Children
- El Paso County
- El Paso Fire Department
- El Paso Police Department
- Endeavors
- ERA Realty Group
- House of Representatives
- La Posada
- Opportunity Center for the Homeless
- Paso del Norte Center of Hope
- Project Vida
- Recovery Alliance
- Rescue Mission of El Paso
- Reynolds Home
- Underserved Communities Foundation
- United Way
- Veterans Affairs
- Villa Maria
- Young Women's Christian Association



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## Community Needs Assessment Survey

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As part of the City of El Paso's efforts to develop its **2025-2029 Consolidated Plan and Analysis of Impediments to Fair Housing Choice (AI)**, a **Community Needs and Fair Housing Choice Survey** was distributed ahead of this year's planning sessions. This survey aimed to gather robust input from residents and service providers on local priorities and needs to help inform the City's HUD-required five-year strategic plan.

Survey questions covered a range of topics, including:

- Homelessness and housing instability
- Social service program needs
- Accessibility for persons with disabilities
- Public facility improvements
- Fair housing barriers and opportunities

The feedback collected through this survey helps shape the City's application for the four key federal grants administered by the U.S. Department of Housing and Urban Development (HUD), which support essential programs and services in our community:

- **Community Development Block Grant (CDBG)**
- **Emergency Solutions Grant (ESG)**
- **Housing Opportunities for Persons with AIDS (HOPWA)**
- **HOME Investment Partnership Program (HOME)**

### Survey Participation Highlights:

- The survey contained **39 questions total** and received responses from a total of **641 participants**.
- There were **9 questions** within the survey that were specifically **addressed to organizations providing assistance to families and individuals experiencing homelessness, or at risk of homelessness**.
- Responses were received from **27 organizations**, representing **38 individuals** actively working with individuals and families who are experiencing or at risk of homelessness.
- Participants provided valuable insights that will directly contribute to the prioritization of funding and strategic decision-making.

The survey was open in both **English and Spanish**, allowing broader community engagement. It remained open from **February 13 to March 7, 2025**, encouraging participants to share it within their networks to increase community representation. *Survey results were presented during the round-table session (presentation attached).*



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Survey results were as follows:

**Question: Briefly describe the services your agency provides to assist families and individuals who are experiencing homelessness or are at risk of becoming homeless.**

A total of **38 respondents** from various agencies shared the types of support they provide. These services address both immediate needs and long-term stability for individuals and families facing or at risk of homelessness.

Commonly mentioned services included:

- **Emergency assistance** such as street outreach, shelters, food pantries, and transportation
- **Housing support**, including rapid rehousing, rental assistance, transitional living, and permanent supportive housing
- **Supportive services** like mental health care, recovery services, preventative programs, and childcare
- **Navigation and access** tools such as application help, document restoration, and resource coordination
- **Stability and empowerment** through GED classes, money management, legal services, and HIV/AIDS support

**Question: What populations are in the most need of additional services and/or resources?**

Participants identified the following populations as being most in need of support:

- **Individuals and families at risk of experiencing homelessness** – 12 responses (31.6%)
- **Youth experiencing, or at risk of experiencing, homelessness** – 10 responses (26.3%)
- **Individuals experiencing homelessness** – 9 responses (23.7%)
- **Families experiencing homelessness** – 5 responses (13.2%)
- **Veterans experiencing homelessness** – 2 responses (5.3%)

**Question: What do you consider to be the top gaps in our community's homeless service system?**

Participants identified the following key service gaps:

- **Access to services/resources** – 10 responses (26.3%)
- **Transitional housing** – 8 responses (21.1%)
- **Shelter availability** – 7 responses (18.4%)
- **Affordable housing options** – 5 responses (13.2%)
- **Various unique responses** – 8 responses (21.1%)

**Question: Where do you think resources should be allocated to address gaps in the homeless services system?**

Respondents prioritized the following areas for resource allocation:

- **Access to services/resources** – 11 responses (28.9%)
- **Affordable housing options** – 9 responses (23.7%)
- **Shelter availability** – 7 responses (18.4%)



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- **Transitional housing** – 3 responses (7.9%)
- **Various unique responses** – 8 responses (21.1%)

**Question: What do you consider to be the top strengths in our community's homeless service system?**

Participants identified the following as the system's strongest assets:

- **Ease of collaboration** – 15 responses (39.5%)
- **Community resources** – 10 responses (26.3%)
- **Community outreach** – 6 responses (15.8%)
- **Various unique responses** – 7 responses (18.4%)

**Question: Where do you think resources should be allocated to leverage the strengths of the homeless service system?**

Participants suggested the following priority areas for resource allocation:

- **Community resources** – 12 responses (31.6%)
- **Collaboration** – 9 responses (23.7%)
- **Housing** – 8 responses (21.1%)
- **Shelter capacity** – 5 responses (13.2%)
- **N/A or various unique responses** – 3 responses (7.9%)

**Question: During COVID-19, what would you consider to be the most successful initiatives that safeguarded families and individuals experiencing homelessness, or at risk of experiencing homelessness?**

Respondents highlighted the following:

- **Supportive services/initiatives** (e.g., El Paso Helps, Inspira Hotel, Delta Center) – 22 responses (57.9%)
- **Additional funding** as a critical need – 12 responses (31.6%)
- **No answer or N/A** – 4 responses (10.5%)

**Question: Do you have any other thoughts on homeless service provision in El Paso?**

Participants shared the following:

- **Need for better collaboration** among local governments, agencies, and partners – 11 responses (28.9%)
- **Additional funding** was identified as a key need – 9 responses (23.7%)
- **No response or answered N/A/No** – 18 responses (47.4%)

The differences and similarities identified in this survey provide critical information about how community partners perceive the homeless community needs.

## Community Needs Assessment Feedback

Participants acknowledged that while the survey highlighted important themes, it missed key gaps such as the need for more emergency shelter access, childcare, and services tailored to youth and the LGBTQIA+ community. Attendees expressed a desire for meaningful input from both frontline staff and



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those with lived experience. They emphasized the need for diversified funding streams and stronger alignment between executive leadership and direct care providers.

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## Round-Table Discussion Questions

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### Round-Table Overview

The event was structured around **four facilitated round-table discussions**, each designed to foster collaboration, surface insights, and strengthen cross-sector dialogue. Each of the eight tables engaged in the same sequence of discussions. Participants first conversed within their table groups, then selected key points to be **shared out with the larger room**, ensuring a broader exchange of perspectives across all tables.

To support this process, each table was assigned a **City of El Paso DCHD Staffer**, who acted as a table **moderator**. Their role was to guide the discussion flow and take detailed notes for documentation purposes. The Grant Administrators did **not participate in the content of the discussions**, allowing space for the participants—those working directly in the field—to lead the conversations and express their insights freely.

This structure promoted thoughtful engagement, encouraged peer learning, and provided an opportunity for agencies and stakeholders to contribute meaningfully to the collective planning process.

### Round-Table Discussion #1: People & Roles

*What is your name and title, and what is your superpower?*

Participants who participated in the round-table discussions came from a diverse array of agencies and organizations, all dedicated to addressing issues related to homelessness, housing insecurity, and social services. Represented roles ranged from case managers, directors, researchers, city employees, and nonprofit leaders, to outreach workers and mental health professionals. This breadth of experience brought together perspectives from grassroots service provision to strategic planning and leadership.

Notable titles included:

- Case Managers
- Executive Directors
- Healthcare Navigators
- Outreach Coordinators
- Mental Health Professionals
- Policy Researchers
- Veterans Affairs Representatives



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- Program Directors
- Police Department Liaisons
- Grant Administrators

This wide-ranging group underscored the collaborative nature of the event, ensuring that every level of service delivery—from direct care to system-level coordination—was included in the conversation.

## *Superpowers: Traits that Drive Impact*

As part of the round-table discussion, each participant was invited to share their unique “superpower”—a personal trait or strength that enhances their contribution to this work. These responses revealed the human-centered, values-driven motivations behind both frontline and administrative roles, highlighting a blend of soft skills, operational expertise, and personal conviction.

Common themes included empathy, compassion, and a strong commitment to service. Many participants emphasized their ability to connect with others, build bridges across sectors, and advocate for those whose voices often go unheard. Traits like patience, creativity, and problem-solving were also highlighted, alongside internal drivers such as passion, purpose, and resilience. Several participants noted specialized skills in areas like veteran services, research, and housing, demonstrating the diverse and complementary strengths within the group.

## Round-Table Discussion: Purpose & Values

*What core values guide your organization, and how do they shape your work? Do you offer wraparound services or a single service? Do you think this approach achieves your organization’s purpose?*

Organizations across the board expressed shared values of compassion, service, dignity, resilience, and collaboration. Most provide wraparound services, recognizing the complex and overlapping needs of unhoused populations. Several noted that while wraparound models are effective, success often depends on an individual's readiness to receive help. Agencies emphasized culturally competent care, long-term support, and transparency in service delivery.

As part of the second facilitated round-table discussion, participants explored the values and structures that guide their organizations’ missions and services. This portion focused on the foundational principles behind their work, the ways in which those principles shape day-to-day practices, and how effectively current approaches meet organizational goals.



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## *1. What core values guide your organization?*

Participants named a wide variety of values that reflect both organizational missions and personal convictions. Commonly mentioned values included:

- **Compassion, Empathy & Respect:** These appeared consistently across responses, underscoring a commitment to meeting clients where they are and treating them with dignity. Respect for veterans, clients, and underserved populations was specifically noted.
- **Integrity & Accountability:** Several participants emphasized honesty, transparency, and trustworthiness in service delivery and internal operations.
- **Equity, Inclusion, and Empowerment:** Many groups cited efforts to amplify marginalized voices, empower individuals through services, and actively address social and economic disparities.
- **Collaboration & Community:** A strong theme emerged around partnership—both internally across departments and externally with other providers. Community engagement and shared responsibility were also mentioned as central values.
- **Service & Excellence:** Words like “quality,” “service,” “dedication,” and “professionalism” highlighted the importance of delivering high-quality support with consistency and care.
- **Adaptability & Innovation:** Some organizations noted a value in being flexible and evolving with the needs of the community, especially given the changing dynamics of homelessness and housing instability.

## *2. How do these values shape your work?*

Participants shared how their values translate into action. Key points included:

- **Client-Centered Approaches:** Many described how values lead them to prioritize listening, compassion, and individualized care, especially for vulnerable groups like veterans, women, and children.
- **Trauma-Informed Practices:** Some organizations emphasized that their values help shape safe, supportive spaces that are grounded in understanding trauma and reducing harm.
- **Systemic Advocacy:** Several comments showed how values guide advocacy efforts, policy decisions, and community organizing—ensuring organizations are not just service providers but also agents of change.
- **Program Design & Delivery:** Responses indicated that values influence how programs are structured—pushing agencies to offer services that are both responsive and proactive, based on real community needs.
- **Data-Informed Improvement:** Some noted that values like excellence and accountability motivate them to collect and use data to constantly improve services and measure impact.



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### *3. Do you offer wraparound services or a single service?*

The vast majority of respondents reported offering **wraparound services**—a holistic model designed to meet multiple needs through a continuum of care. Key observations included:

- Wraparound services often include **housing, mental health, employment, benefits navigation, and case management**.
- Some agencies offer both **wraparound and single-service programs**, depending on client eligibility or program design.
- A few providers noted that while they aim to provide comprehensive support, resource limitations sometimes result in a more targeted approach.

A small number of participants acknowledged that they only provide **a single service**, often due to their agency's specific focus (e.g., legal services, shelter, etc.) but expressed strong interest in collaborating with wraparound providers.

### *4. Do you think this approach achieves your organization's purpose?*

Responses to this question were overwhelmingly positive:

- Many participants simply wrote **"Yes"** on their post-its, while others elaborated that wraparound and values-driven approaches enable them to address root causes and create sustainable solutions.
- Organizations serving **veterans**, for example, emphasized that wraparound approaches are essential to meeting their mission of holistic support and long-term stability.
- Some noted that these approaches help build relationships and trust, which are critical to their success.
- A few expressed **cautious optimism**s, noting that while the approach is effective, challenges remain—such as fragmented systems or limited resources.

## Round-Table Discussion: Common Goals

### *What is a positive program exit with your organization for homeless programs?*

A 'positive program exit' was broadly defined as achieving stable housing, sustained case management, and client empowerment. Many participants recognized that success looks different for everyone—ranging from reuniting with family, obtaining permanent housing, achieving sobriety, or simply maintaining consistent engagement. Emphasis was also placed on follow-up services, graduated levels of care, and long-term self-sufficiency.



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During this discussion, participants reflected on what success looks like when a client exits their program. While definitions varied by agency and program type, the shared responses reflected a commitment to client-centered outcomes and long-term wellbeing.

## *Key Themes from the Discussion:*

### **1. Housing Stability & Permanent Solutions**

The most frequently cited definition of a positive exit involved clients obtaining and maintaining **stable or permanent housing**. This included:

- Permanent supportive housing
- Transition to affordable or subsidized housing
- Reunification with family when appropriate
- Housing paired with ongoing case management

Some organizations also referenced **Housing First** principles and approaches that reduce barriers to entry, including immediate placement even before full readiness.

### **2. Self-Sufficiency & Empowerment**

Participants emphasized exits that empower individuals to regain control of their lives. Examples included:

- Achieving **self-sustainability** and independence
- Gaining **employment**, vocational training, or financial literacy
- Developing **life skills** and long-term stability beyond just housing
- When a client **feels hopeful**, not just housed

Several notes highlighted that positive exits may not look identical for everyone, and **outcomes can be different** based on needs and goals.

### **3. Holistic & Wraparound Services**

Many groups referenced the importance of **wraparound care**, even post-exit. Key insights included:

- Continued engagement through **follow-up or aftercare**
- Support in addressing **behavioral health, addiction, or trauma**
- Services that reflect **client voice** and adapt to individual readiness

Some mentioned "graduated exit" models that gradually reduce support while building capacity for independence.

### **4. Dignity, Respect & Choice**

Equally important was the **quality of the exit**, not just the outcome. A client should:

- Be treated with **dignity and respect**, regardless of the path taken
- Exit voluntarily or when **ready**, not simply because a program ended
- Feel connected to a supportive network or system
- Leave having gained something of value, whether shelter, services, or a sense of hope

As one note put it, "a person is treated with respect regardless of how or why they exit."



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## 5. Reducing Recidivism & Community Impact

A few responses framed success through a **broader systems lens**, including:

- Reduction in emergency calls, complaints, or police interactions
- Breaking the cycle of homelessness and systemic barriers
- Client stability leading to less strain on public systems (e.g. emergency departments, jails)

## 6. Meeting Individual Needs

Finally, many acknowledged that a **successful exit is not one-size-fits-all**. Whether it's reuniting with children, getting connected to benefits, or stabilizing mental health, programs define success as helping individuals achieve the goals, they identify for themselves.

## Round-Table Discussion: Needs & Expectations

*How do your agency's goals align with the survey results, and what support, collaboration, and resources are needed to further achieve the goals discussed in the morning session for better serving the unhoused and those at risk?*

Several gaps and barriers were identified. Chief among them were the lack of affordable housing, limited access to mental health and addiction services, and a need for childcare to enable employment. Participants discussed how current service delivery is hindered by agency silos, insufficient funding, data-sharing challenges, and a lack of system-wide collaboration. Calls were made for increased transparency, shared goals, and a centralized database to improve coordination.

Participants reflected on their agency missions and how they align with community-identified priorities such as housing, supportive services, and reducing barriers to access. Overall, there was a strong sense of alignment, with many agencies emphasizing shared goals around housing stability, equitable service access, and wraparound care. Several noted that they already target high-need populations and prioritize placing clients into long-term housing with supportive services.

However, they also acknowledged that **alignment alone is not enough** without the necessary infrastructure and support. Many cited persistent **gaps between intention and implementation**, often due to limited resources, restrictive eligibility criteria, and service silos.



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## Summary of Key Needs Identified During Round-Table Discussions

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### **Affordable and Supportive Housing Access**

A lack of affordable housing was repeatedly flagged as a barrier. Agencies noted long waitlists, insufficient local housing programs, and difficulty placing clients due to criminal history, income level, or disability. Calls were made for:

- Local housing bonds or city-driven housing investments
- Expanded landlord engagement programs and risk mitigation tools
- Improved housing access for those with the greatest need
- Need for a set-aside of public housing units for those chronically homeless

### **Behavioral and Mental Health Services**

Participants emphasized that **mental health and addiction services remain inadequate** relative to the need. Suggestions included:

- Co-located behavioral health services within housing programs
- Increased trauma-informed care options
- Streamlined access to psychiatric and counseling services

### **Funding Flexibility and Innovation**

Funding was a major theme, particularly the need for **diversified and flexible funding streams** that reflect real-time client needs. Agencies expressed the need for:

- Less restrictive categorical funding
- Better alignment between program outcomes and funding models
- Support for creative funding solutions and private-public partnerships

### **System Coordination and Data Sharing**

Lack of **inter-agency collaboration** and **limited data sharing** were cited as significant obstacles.

Participants want to move beyond fragmented systems and toward:

- A centralized database to track client progress across agencies
- Shared performance measures and evaluation tools
- Stronger regional coordination and co-location of services

### **Outreach, Staffing & Training Support**

Agencies reported needing more support in **direct outreach**, especially for street-based populations.

Other suggestions included:

- Increased staffing capacity, especially for case management and peer support
- Expanded after-hours services
- Training on cultural humility, landlord navigation, and complex case management



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## Access and Opportunity

Participants called for systems that **elevate lived experience**, hold providers accountable, and reduce systemic barriers. This included:

- Inclusive decision-making spaces
- Clear roles for peer navigators and community advocates
- Accountability mechanisms for both providers and funding entities

## Ancillary Support Services

Finally, services that **support long-term stability** were frequently mentioned, including:

- Reliable access to childcare
- Transportation solutions
- Employment readiness and life skills training
- This discussion revealed that while agencies share many goals and values, their ability to achieve them is often constrained by structural and systemic challenges. The need for greater coordination, flexible funding, and targeted service expansion was a recurring message throughout the session.

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## Conclusion

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The March 2025 State of Homelessness Round-Table demonstrated the strength, compassion, and commitment of El Paso's homelessness response community. The most repeated takeaway throughout the event was the importance of genuine collaboration. Many agencies began coordinating before the event ended. Suggestions included forming recurring working groups, lobbying for changes in procurement legislation, creating centralized service directories, and increasing cross-agency mentorship. Participants stressed that shared data systems and trust-based partnerships are essential to moving forward.

By fostering dialogue, defining common goals, and addressing real-time barriers, this session laid a foundation for meaningful change. Future sessions should prioritize continued cross-agency collaboration, data integration, diversified funding, and direct inclusion of unhoused voices. Together, the community affirmed that collaboration, transparency, and shared purpose are key to creating lasting solutions.



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# 2025 CNA STATE OF HOMELESSNESS Survey Results

Homelessness Provider Questions

# About the survey

- There were a total of 9 questions of which 1 was informational, 1 was multiple choice and **7 were open-ended**
- **About the Respondents**
  - Respondents provide assistance to families and individuals experiencing homelessness, or at risk of homelessness
  - **38** Individuals responded
    - **27** organizations
      - 5 individuals from El Paso Center for Children
      - 3 individuals from Emergence Health Network
      - 3 individuals from the Opportunity Center for the Homeless
      - 2 individuals from El Paso Human Services Inc.
      - 2 individuals from Amistad
      - 2 individuals from the Department of Public Health
      - 2 individuals from La Posada Home
      - 19 unique organizations



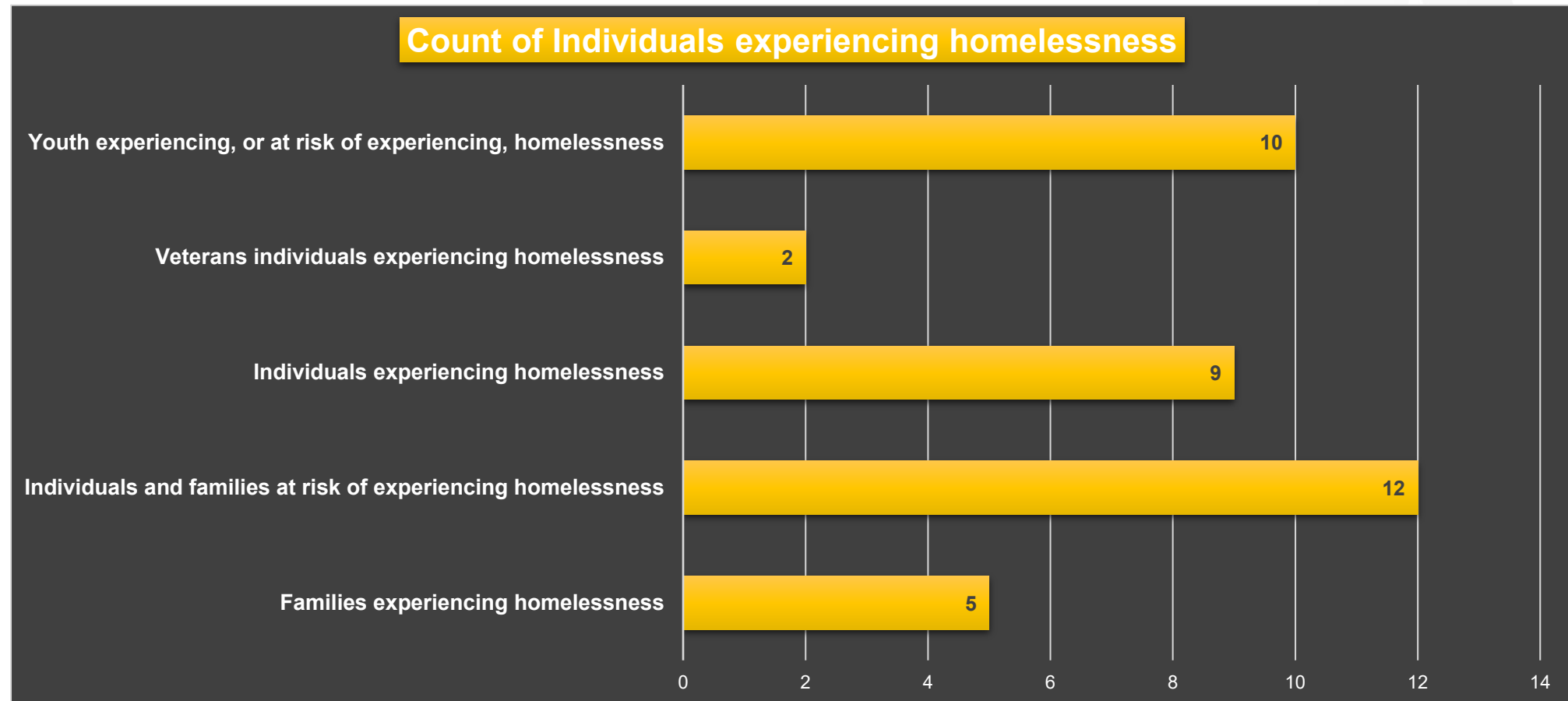
# Question 39

**Briefly describe the services your agency provides to assist families and individuals who are experiencing homelessness or are at risk of becoming homeless. (38 responses)**

- **38** respondents from various agencies all provide some form of support to individuals/families experiencing homelessness or being at risk of becoming homeless. Services provided include things such as:
  - Street Outreach
  - Rapid Rehousing
  - Homeless Prevention
  - Transportation
  - Money Management
  - Resource Navigation
  - Application Assistance
  - Emergency Shelter
  - Mental Health Services
  - Food Pantries
  - Recovery Services
  - Preventative Services
  - Document Restoration
  - Permanent Supportive Housing
  - GED classes
  - Child Care
  - Rental Assistance
  - Legal Services
  - Assistance for persons with HIV/AIDS
  - Transitional Living

# Question 42

What populations are in the most need of additional services and/or resources? (38 responses)



# Question 43

- **What do you consider to be the top gaps in our community's homeless service system? (38 responses)**
  - **10** respondents said access to **services/resources**
  - **8** respondents said **transitional housing**
  - **7** respondents said **shelter availability** was an issue
  - **5** respondents said lack of **affordable housing options**
  - **8** respondents could be classified as “**various unique responses**”



# Question 44

- **Where do you think resources should be allocated to address gaps in the homeless service system? (38 responses)**
  - **11** respondents said access to **services/resources**
  - **9** respondents said lack of **affordable housing options**
  - **7** respondents said **shelter availability** was an issue
  - **3** respondents said more **transitional housing** was needed
  - **8** respondents provided answers that could be classified as “**various unique responses**”



# Question 45

- **What do you consider to be the top strengths in our community's homeless service system? (38 responses)**
  - **15** respondents answered **ease of collaboration**
  - **10** respondents answered **community resources**
  - **6** respondents answered **community outreach**
  - **7** respondents gave answers that could be classified as “**various unique responses**”



# Question 46

- **Where do you think resources should be allocated to leverage the strengths of the homeless service system? (38 responses)**
  - 12 respondents answered **community resources**
  - 9 respondents answered that resources should go towards **collaboration**
  - 8 respondents answered **housing**
  - 5 respondents answered increased **shelter capacity**
  - 3 respondents answered either N/A or “**various unique responses**”



# Question 47

- **During COVID-19, what would you consider to be the most successful initiatives that safeguarded families and individuals experiencing homelessness, or at risk of experiencing homelessness? (38 responses)**
  - **22** respondents answered **supportive services/initiatives** such as El Paso Helps, Inspira Hotel and Delta Center
  - **12** respondents noted that **additional funding** is needed
  - **4** didn't have an answer or wrote in N/A



# Question 48

- **Do you have any other thoughts on homeless service provision in El Paso?**  
(38 responses)
  - **11** expressed the need for better **collaboration** amongst local governments, agencies, etc.
  - **9** said **additional funding** was necessary
  - **18** didn't give an answer or wrote in **N/A** or **No**



## MISSION



Deliver exceptional services to support a high quality of life and place for our community.

## VISION



Develop a vibrant regional economy, safe and beautiful neighborhoods and exceptional recreational, cultural and educational opportunities powered by a high performing government.



## VALUES

Integrity, **R**espect, **E**xcellence,  
**A**ccountability, **P**eople