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**NEWS  
RELEASE**

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# City Council Approves Funding to Continue Welcome Center Operations

## Funding Maintains 24/7 Services While Opportunity Center Develops Long-Term Strategy

**EL PASO, Texas**—The El Paso City Council approved \$380,000 in gap funding for the Welcome Center as part of the Fiscal Year 2027 budget, allowing the facility to continue operating 24 hours a day from September 2026 through February 2027 while the Opportunity Center works with community partners to develop a long-term, sustainable funding solution.

The Welcome Center is one component of the City's El Paso Helps Initiative and the Humanitarian Engagement Action Response Team (HEARTS) Initiative, providing a 24/7 location where first responders and outreach teams connect individuals experiencing homelessness with immediate services, including shelter navigation, medical care, case management, and other resources.

El Paso Helps, in conjunction with the HEARTS Initiative, is the City's coordinated approach to homelessness, bringing together more than 40 public agencies, nonprofit organizations, healthcare providers, and community partners to connect individuals experiencing homelessness with services and support.

"The City has consistently supported efforts to address homelessness because we know this is one of our community's most complex challenges," said City Manager Dionne Mack. "This gap funding supports continued access to critical services while the Opportunity Center and community partners develop a sustainable path forward. It allows us to respond to an immediate need with compassion while keeping the focus on a long-term solution."

The City's investment in addressing homelessness extends beyond the Welcome Center. The Fiscal Year 2027 budget includes \$3.1 million in federal funding for broader homelessness response efforts, in addition to the \$380,000 in gap funding.

The City will continue coordinating with public safety agencies, service providers, healthcare organizations, and nonprofit partners to connect individuals experiencing homelessness with available resources through the El Paso Helps and HEARTS initiatives while the Opportunity Center advances its long-term funding strategy.

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**Good Governance**  
Leadership that is responsive + reliable

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