



El Paso Helps

Welcome Center &
Essential Infrastructure

A Coordinated Homelessness Response as Essential Infrastructure

Prevention, outreach, shelter, and housing function as a single system.

Comparable to public safety, public health, and emergency response

Always available, not episodic

Public planning, funding, and maintenance

Failure creates cascading emergency costs

Local ownership

El Paso Helps: The System

United Way of El Paso County

Prevention and housing stabilization

Amistad

Street Outreach and housing placement

Opportunity Center / Welcome Center

Shelter, stabilization, triage, placements

United Way of El Paso County

Serves as the primary homelessness-prevention partner.

Operates upstream to stabilize households before homelessness occurs

Provides short-term, targeted rental assistance for housing retention.

Total Impact (Aggregated)

- 1,942 households stabilized
- 4,862 unique individuals stabilized
- Majority of households never entered shelter or crisis system.

Amistad

Serves as the primary street outreach and engagement partner

Operates mid-system to engage individuals and households. experiencing unsheltered homelessness

Includes rapid rehousing activities.

Total Impact (Aggregated)

- 1,355 clients (1,075 households) engaged through street outreach
- 221 clients (128 households) placed into housing

Opportunity Center + Welcome Center

Serves as the front-door stabilization and triage hub.

Operates at the point of acute homelessness and crisis access

Provides shelter, safety, assessment, and coordinated system navigation.

Opportunity Center + Welcome Center

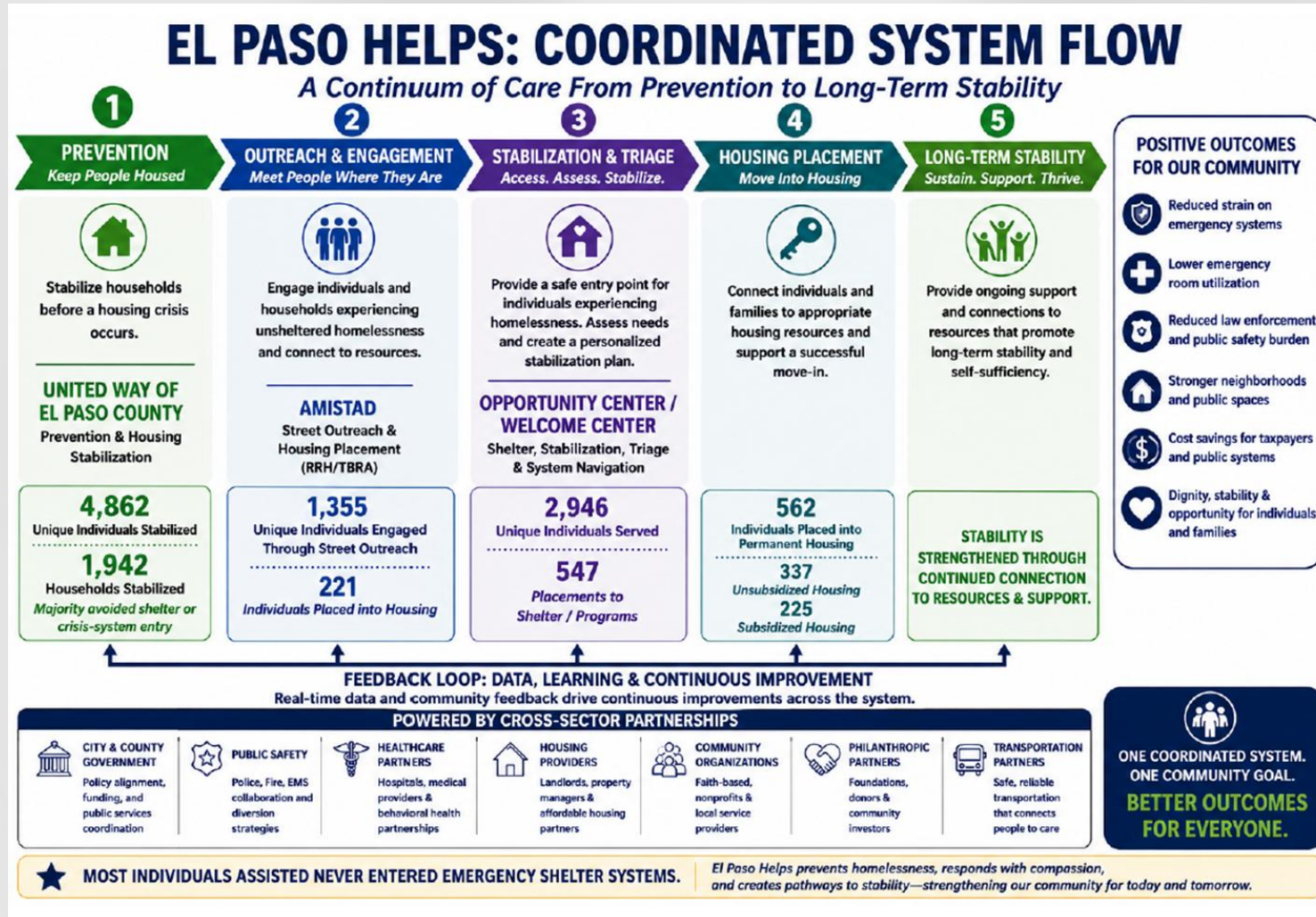
Total Impact (Aggregated)

- 2,946 unique individuals served
- 562 unique individuals placed into permanent housing
 - 337 placed into unsubsidized permanent housing
 - 225 placed into subsidized housing
- **547 Placements**
 - Emergency Shelters
 - Transitional Housing Programs
 - Specialized Shelter
- **134 Placements**
 - Medical
 - Behavioral Health

Placement Locations

OC Women's Resource Center	OC Men's Resource Center	OC Magoffin Veteran Shelter	OC Veterans TLC	OC Willie Sanchez Rosales Center	Salvation Army	Reynolds Home
Rescue Mission of El Paso / Freedom House	CASV Emergency Shelter & TLC	Villa Maria	Dame la Mano	El Paso Center for Children	YWCA – TLC	Amistad (RRH)
Project VIDA (RRH)	Endeavors Rapid Re-Housing	Permanent Housing – Own Unit (No Subsidy)	Reunification	Las Palmas Medical Center	University Medical Center of El Paso	El Paso Behavioral Health / UBH
	Rio Vista Behavioral Health	Aliviane	EHN – Emergence Emergency Care	Recovery Alliance	Assisted Living / Rehabilitation Facilities	

Coordinated System Flow



- POSITIVE OUTCOMES FOR OUR COMMUNITY**
- Reduced strain on emergency systems
 - Lower emergency room utilization
 - Reduced law enforcement and public safety burden
 - Stronger neighborhoods and public spaces
 - Cost savings for taxpayers and public systems
 - Dignity, stability & opportunity for individuals and families

- System Partners (Unfunded)
- Dept. of Veterans Affairs
 - El Paso Alliance
 - Centro San Vicente
 - Emergence Health Network
 - University Medical Center
 - El Paso Police Department
 - El Paso Fire Department (MIH)
 - Animal Services
 - American GI Forum
 - TTUHSC – El Paso
 - Adult Protective Services
 - Others (Growing Alliance)

El Paso Helps as Public Infrastructure

El Paso Helps already functions as public infrastructure

Coordinates outreach, shelter access, housing navigation, and stabilization

Aligns City departments, hospitals, public safety, County services, and community partners

Operates as a continuous response to a predictable, recurring condition

Recent outreach initiatives demonstrate system capacity

Multi-day, coordinated deployments engaging hundreds of individuals

Medical assessments, transportation to the Welcome Center, veteran engagement

Measurable conversion from street engagement to shelter and stabilization

Infrastructure is proven by function, not funding source

Continuous readiness, coordinated deployment, and system protection

Reduces pressure on emergency departments, police, fire, and public spaces

Prevents crisis escalation rather than reacting after systems are overwhelmed

Homelessness is continuous; response must be as well

Unsheltered activity is place-based and predictable

Requires standing capacity, not episodic mobilization

Why is Public-Private Partnership Essential?

Federal funding is critical—but inherently episodic

- Time-limited, program-specific, and cycle-driven
- Enables surges and initiatives, but not sustained baseline capacity
- Creates peaks of response followed by gaps

Public-private partnership sustains infrastructure

- Stabilizes operations between federal funding cycles
- Maintains outreach, shelter access, and navigation continuity
- Protects hospitals, emergency responders, and public safety resources

Shared investment reflects shared impact

- Hospitals absorb uncompensated care when stabilization pathways are limited
- Police and fire respond repeatedly when non-clinical crises escalate
- Community and philanthropic partners already intervene during visible crises

Re-entry requires continuity

- Many individuals experience long-term instability and repeated system contact
- Without coordinated re-entry pathways, cycling persists despite outreach success
- Partnership enables re-entry to function as a shared system responsibility

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Partner	Primary Role	Unique Individuals Served	Sustainment – Housing	Placements – Housing	Placements – Shelter / Programs	Notes
United Way of El Paso County	Prevention (upstream)	4862	Housing retained (prevention)			Homelessness prevented; households did not enter crisis systems
Amistad	Street Outreach & Housing	1355	Time-limited RRH/TBRA	221		Housing via RRH/TBRA; long-term sustainment tracked by downstream providers
Welcome Center (Opportunity Center)	Stabilization, Triage & Placement (Shelter / Housing)	2946	Mixed: subsidized & unsubsidized	562	547	Follow-up varies by placement type; sustainment tracked where program design applies

- Annual averages are calculated from aggregated results over each partner’s full reporting period to support year-over-year planning and system-level understanding. On average, the system stabilizes approximately 1,216 individuals per year through prevention (United Way); engages approximately 361 individuals per year through street outreach and housing navigation (Amistad), placing about 59 individuals per year into housing; and serves approximately 818 individuals per year through stabilization and triage at the Welcome Center, facilitating an average of 412 placements per year across all destination types, including approximately 156 permanent housing placements annually. Averages are illustrative and do not represent operational caps or targets.
- Counts are reported by partner and reflect services delivered at different points within a coordinated system. Because individuals may engage with more than one partner over time as they move through prevention, outreach, stabilization, and placement pathways, the same individual may be represented in more than one row. Figures are therefore not intended to be summed across partners but rather to illustrate system reach, function, and outcomes across complementary roles.

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“Homelessness is continuous; our response must be as well.”

“The expertise is not in one place; it’s in the system we build together.”

Questions?