Issue (what is the problem or issue we are trying to solve?):

Big Issue: Persistent homelessness and its attendant problems like mental health services, drug use, violence and crime.

Right sized problem: Homeless have no or limited places to securely store possessions which significantly impacts their ability to find and hold work, follow health care regimes and subjects them to crime and theft.

Key Insight (fact, data or other research basis for innovation):

Like most U.S. cities, Santa Fe faces the persistent challenge of trying to serve its homeless population in an effective way with limited resources. The 2017 Point in Time homeless population count produced by the New Mexico Coalition to End Homelessness reports that there were 193 homeless individuals in Santa Fe County in 2016. That number likely underestimates the true homelessness problem because it is a point-in-time snapshot that only counts those who are visible and in shelters on a particular night, and does not include those who are precariously housed (e.g., sleeping in motels, with friends/relatives, etc.).

Goal (what exactly are we trying to accomplish?):

This initiative has three interrelated goals:

1. **Provide lockboxes that homeless individuals can use to store valuable possessions, which can be accessed with fingerprint technology. This frees the homeless from having to keep track of a key and/or remember a combination.**
2. **Encourage the homeless to access social services by placing lockboxes in strategic locations that would encourage access and enable homeless to follow healthcare regimens.**
   a. **Additionally, based on usage patterns, mobile service units (ex: health monitoring mobile, needle exchange mobile) can drive to the lockboxes during maximum use times.**

Metrics (what will we track to see if we are accomplishing goal?):

- **Outputs: Number of homeless individuals that use lockboxes, number of homeless who report an increased sense of safety and security**
- **Outcomes: Longer-term, number of individuals that engage in support services that put them on a path toward permanent housing and/or employment.**

Target Users/Beneficiaries/Residents:

- **Primary: Homeless individuals**

- Secondary: Social service providers, community at large

Description of the solution/activity/initiative:

See "Goal" section.

Benefits: **Homeless individuals will, theoretically, be able to safeguard the documents that enable them to participate in social services programs, obtain housing, work, etc. They will also congregate with proximity to resources that they could use to improve their situations and potentially engage in work opportunities.**

> **Functional (how does this make work and/or life better?): Participants will gain some element of security, and potentially opportunities for intermittent employment.**
>
> > **Regarding employment: We can encourage the homeless to obtain productive work by strategically placing lockboxes in gathering places for day-labor programs. This program could mirror that of Albuquerque, where those who volunteer to work with a city maintenance crew doing things like weeding medians, cleaning graffiti, etc., are paid cash at the end of the day. Or, we could use this opportunity to develop an alternate compensation program whereby participants earn vouchers for a night in motel, or some other type of housing opportunity.**
> >
> > **The data provided through the use of the lockboxes can be used by City staff to monitor the homeless for faster interventions, key trend analysis and improvement to city and nonprofit services.**
>
> **Emotional (how do we expect people to feel after receiving functional benefit?): secure, accomplished (from day-labor)**
>
> **Financial (how much revenue, profit or wealth does this create and/or cost savings does it generate, if any?):**
>
> **Social (how does this benefit the community at large?): if the program has a positive impact on the stability and/or mobility of the homeless population, that will benefit those individuals as well as the broader community.**

Risk factors to be resolved: We recognize that there are meaningful risk factors with this innovation. We state these because identifying acceptable ways to manage them is a key part of our investigative first phase of the project. Some factors include the following:

- **Homeless may be unwilling or untrustful of any program that is scanning their fingerprints or obtaining biometric identification data.**
- **Police / ICE and other organizations may seek to use these data in ways that infringe civil liberties.**
- **People may attempt to use the lockboxes to store illicit goods.**

Alignment:

- *How well does this fit and expand Santa Fe's culture and community?* Our community surveys and interactive brainstorming sessions resulted in many calls for increased homeless services.
- *Briefly explain how this can be expanded to other cities. Will it be relatively easy or hard?* This would be relatively easy to expand to other cities, as the concept is not Santa Fe specific. Some cities are already doing large lockers for homeless individuals tied to participation in social services/programs (Denver). The challenge with the Denver program is cost and scale; the program we envision is both smaller and more easily implemented. Albuquerque has already demonstrated the feasibility and success of the day-labor program. This initiative simply brings a new, innovative angle to these promising programs.