



www.nmvic.org



Veterans Integration Centers (VIC)

Helping End Veteran Homelessness throughout New Mexico

As we celebrate the start of our 15th year of serving Veteran families throughout New Mexico, the VIC continues to be the only organization in our state whose primary mission is to end Veteran homelessness. 2020 has been a challenging year for the VIC. With the onset of the COVID-19 virus on an already vulnerable population, we had to change how we provide services, while still ensuring we stayed open and available, because homelessness does not stop for COVID-19. The VIC implemented quick and safe precautions for our Veteran families and staff, and maintained 100% operations and kept our doors open to new Veteran families who needed our services. In 2020, this included over 463 Veterans and 254 family members still experiencing some level of homelessness throughout our state. And, although the increase in homeless Veterans went up only slightly in 2020, we see that constant growing, and expect that to increase exponentially in 2021 as our communities get back to a new normal and the federal dollars placing a band-aid on homelessness or evictions are no longer available.

The VIC continues to provide the three (3) essential elements of the homeless continuum proven to increase long-term housing stability and independence. These models show that homelessness can be eliminated, and that Veteran homelessness is a key issue that can be made to be rare, brief, and nonrecurring (US HUD) for our nation's Heroes. In FY2020, the VIC recorded an 80% housing stability rate, up 5% from 2019, measured as stably housed up to 12-months after exit from VIC programs. By applying the "No Wrong Door" approach to service delivery, we have removed barriers to receiving assistance for our Veteran families. And, in 2020, we expanded our support to include Veterans who served on active duty, those who only served in the Reserves or National Guard, and un-remarried Spouses (widows), which in a growing community of older Veterans seeking help (55 to 80 yrs old), has increased in requests over the last three years.



Through an aggressive application of the Housing First model, the VIC operates multiple housing options that address the full spectrum of needs, including Emergency, Transitional and Rapid Re-housing opportunities. These choices ensure that a homeless veteran and their family, are able to accept help that can effectively end that homeless cycle immediately, and start them on the first steps to long-term independence. For those at-risk of homelessness, our programs provide an avenue to avoid becoming homeless again, and work with them to address the barriers that keep them from being sustainable so that they can keep their housing.



Emergency Housing: A grossly underfunded resource in preventing homelessness, the VIC provided over 112 Veterans that were literally homeless with a safe and supportive alternative to the larger shelters and living on the streets. Provided for up to 14 days, our teams are able to effectively assess and determine appropriate next steps with the best opportunity for Veterans to address their unique struggles. Our program also goes one step further, and can be used by any agency in the state providing services to a Veteran without having to re-enroll them into VIC programs. In 2020, we have helped Veterans and family members in more remote areas like Silver City, Gallup, Las Vegas and Raton. Our goal continues to be to work with our partners to address Veteran homelessness where they are and provide any resource we can to ensure that no Veteran is homeless again.

Our **Transitional Housing** program, available for up to 1 year, allows the Veteran, and a family of up to 4, to continue their journey in a “transition” phase that will focus on the issues and problems that led to their homeless event. This includes multiple complex issues like trauma, PTSD, domestic violence or substance use. It includes financial readiness counseling and education, substance use disorder treatment, a re-education on life skills that many of us take for granted including cooking, laundry, life planning, and an adjustment to relying on others as their new family rather than struggling alone and having no one to turn to for advice, help or support. We provide a safe and supportive living environment that they share with other “battle buddies” in our program so they no longer feel alone in their struggle to regain control of their lives. Each apartment is fully furnished and can house up to 3-4 Veterans or a single family. For those with no income, free laundry and household supplies are provided, including hygiene items and clothing through our Donations Program. Even during the pandemic, we have supported 127 Veterans and 17 family members with housing while they worked on their own struggles toward self-sufficiency.



Our **Rapid Re-Housing** program is the final step toward new independence. We help them move into their new apartment where they continue to receive a variety of supports for up to 9 months. As the VIC says, we turn a “house into a home.” By providing the Veteran family with essential living needs including furniture, a bed to sleep on, and the basic household essentials, we helped over 224 Veterans and 227 Family members in 2020. We believe in providing everything for a Veteran family to begin their journey of independence so the trauma of establishing a new home is avoided. We do this through our **Donations and Move-In** program that re-distributes tax-deductible donations each year from the community. In 202, we provided over \$255,000 in donated items back to our Veteran families. The program also gives back through employing two Veterans with part-time employment. Our way of paying it forward in our effort to improve employment opportunities.

Operation Warrior Recovery: Mental Health Counseling: As the global pandemic continued, we saw a spike in the mental health issues of the Veterans we served. By May 2020, approximately 54% of our Veteran clients had at least one mental health crisis, and requested counseling and support. In a normal environment, most of our Veterans would be able to seek services at the local V.A., or the community. Unfortunately, as with most of 2020, these services were nonexistent, and many are still struggling to get telehealth services working. The VIC felt an obligation to help, so we started an in-house counseling and support program. Veterans, and their family members, could easily access counseling services on-site, without any barrier to support. We do not provide medication, but have a licensed clinician, also a Veteran, that can better understand the struggles our



Heroes are facing each day. We also increased our support groups that include relapse prevention, trauma, healthy relationships, and jail diversion. We also provide a 24-hour Peer Support Specialist that can be a “battle buddy” in those moments when you need a listening ear, or are struggling and just need someone who can help guide you in those times when things feel grim.

In 2021, we hope to offer these services to rural area Veterans that may not be able to access adequate counseling and support due to distance. We also plan to start nontraditional modalities of support that empower Veterans to regain positive control of their health.

As good stewards of the community, the VIC operates a **Food Pantry** in the second-most impoverished area of Albuquerque where we distribute over 262,000 pounds of USDA-approved food products in 2020, to over 1030 needy families. This included



home food delivery to over 20 housebound clients during COVID who would have been food insecure if not for our services. Many were also medically fragile and at high risk for the virus, so staying isolated was an essential part of life in 2020. Many without family support, we wanted to help reduce the growing 26% of Albuquerque that are food insecure, or deciding between paying rent or feeding their family. Supported by agency's like the Roadrunner Food Bank, Con Alma Foundation, PNM Foundation, local grocers, and other generous donors, the Pantry ensured that no family would be hungry again.



Finally, the VIC continues to operate our **Community Support Shuttle** located in the downtown corridor of Albuquerque. Started in 2017, the Shuttle provides over 12,000 rides each year to anyone, using COVID-safe practices, to connect them with other community resources. Free of charge, the Shuttle also acts as a conduit for new homeless individuals entering the community looking for information and resources, and is equipped with a Peer Support Specialist that helps engage the riders during the trip. Funded by the City of Albuquerque, the Shuttle has become a place where many homeless connect and are comfortable asking our team for advice and guidance as they navigate resources, problems and the struggles of living on the streets every day.



As we move into 2021, and work to sustain services through and beyond the global pandemic, the VIC is committed to ensuring services are always available, while we continue COVID-safe practices for our Veterans and staff alike. We will continue to advocate at the federal and state level working toward increased support for the growing homeless Veteran crisis in New Mexico. We are also committed to finding new opportunities of support, and working with our business and community partners to reduce our need for government grants that can lack the appropriate supports that we have found end homeless for good.

Until all our nation's Heroes are never homeless again, the VIC will ensure that we share their struggles with others, and endure during the pandemic that any Veteran wanting help can receive it without any barriers or walls to accessing services. Whether that is advocating to legislative officials, or developing programs to solve unmet needs, our staff, VIC Board and the hundreds of volunteers each year will not falter in our mission to support our nation's Heroes "*Beyond the Battlefield*".

Headquarters

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Albuquerque, NM 87108
P: 505-269-0800
F: 505-266-2609

Central Office

13032 Central Avenue SE
Albuquerque, NM 87123
P: 505-296-0800
F: 505-266-2609

Brandon Tree Office

1335-3 Ortiz Drive SE
Albuquerque, NM 87108
P: 505-265-0512
F: 505-332-8092

Alamogordo Office

1900 23rd Street
Alamogordo, NM 88310
P: 575-551-6659
F: 505-266-2609



Supporting Veteran Families "Beyond the Battlefield"

FOR IMMEDIATE RELEASE: 3/28/2022

Contact: Jessica DeLuna, Veterans Integration Centers
Community Development Coordinator
jessica.deluna@nmvic.org | 505-296-0800 ext. 903 (office)

VETERANS INTEGRATION CENTERS RECEIVES \$3.2 MILLION CAPITAL GRANT TO BUILD ITS OWN FACILITY

(Albuquerque, NM) –The Veterans Integration Centers has been awarded a \$3.2 million Capital Grant from the Department of Veteran Affairs to increase safety and reduce the risk of COVID-19 to Veterans in transitional housing. The capital funds will allow the VIC to purchase land and construct a 22,000 square foot building in Albuquerque that will result in less congregate and more individual unit style housing and improves personal safety while reducing risks associated with close quarters living.

“It is such an honor and blessing that the VA has awarded this grant toward helping us end Veteran homelessness in New Mexico and allow the VIC to continue providing the best possible transitional housing services to our nation's Heroes and their families,” said Bobby Ehrig, the VIC’s CEO. “Our new campus will be the premiere spot to support Veterans wanting a new opportunity at a stable life and empowering them to overcome obstacles as we walk with them on their journey.”

Each year, the VIC serves over 450 Veteran families each through a multitude of programs and housing services including Emergency, Transitional and Rapid Re-Housing models that enable a Veteran, and their family, to end the cycle of homeless moving toward sustainability and independence. The VIC currently operates two locations in Albuquerque and the new facility will allow the VIC to consolidate its two locations into a one campus. “In addition to this grant of \$3.2 million from the VA, the VIC will begin a capital campaign to help offset the costs of the build estimated at \$5.1 million,” added Ehrig. “Our goal will be to raise funds that will help us reduce our debt and allow us to work with more patriotic New Mexicans and businesses who understand that we care deeply about our Veteran families and believe in the VIC and its mission.”

“It is an honor to help lead this effort to get the VIC a new home and great location for our Veterans in Transitional Housing”, said Jerry Becker, Board Chairman. “The goal is to begin building in Fall 2022 and open the new campus in Fall 2023. We hope the community will join us in supporting Veteran families through our capital campaign that will begin soon and help ensure that our staff, and the Veterans we serve, have the best possible accommodations while they become independent members of our communities.”

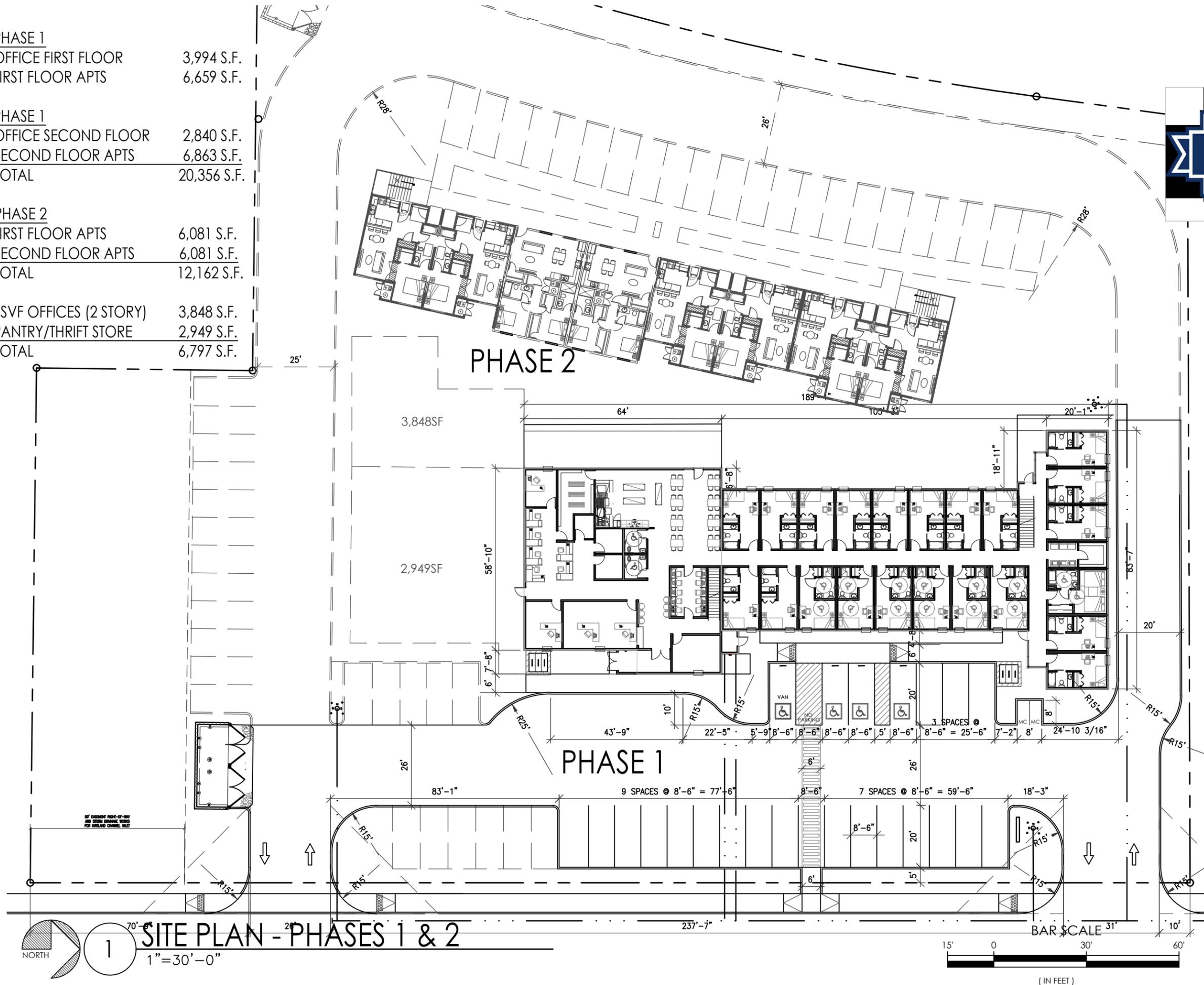
The VIC is among 35 other awardees nationwide to receive a share of the full \$64.7 million package dispersed by the VA under its Grant and Per Diem program. The capital grants are supported with funds authorized through the American Rescue Plan Act of 2021. For more information about the VA’s Grant and Per Diem program, please visit va.gov.

About Veterans Integration Centers: Incorporated in 2005, the VIC is a 501(c)(3) nonprofit in New Mexico and is recognized as an experienced and respected community leader. The VIC is a vital resource for Veterans and their families in New Mexico providing a multitude of services including multiple housing assistance options, peer support, food and nutrition, and case management services to Veterans, their families, and the community. For additional information about the Veterans Integration Centers please visit nmvic.org or call us at 505-296-0800.

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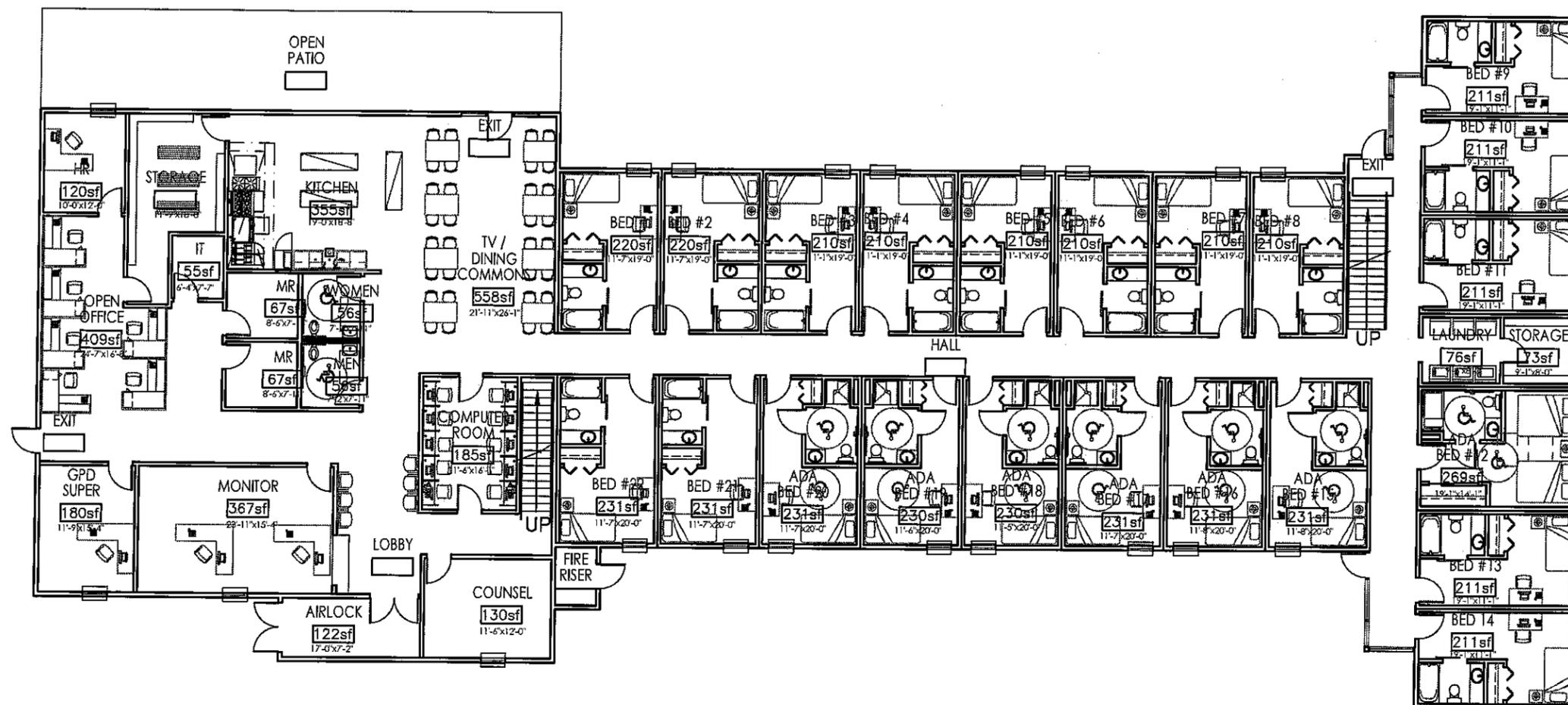


PHASE 1	
OFFICE FIRST FLOOR	3,994 S.F.
FIRST FLOOR APTS	6,659 S.F.
PHASE 1	
OFFICE SECOND FLOOR	2,840 S.F.
SECOND FLOOR APTS	6,863 S.F.
TOTAL	20,356 S.F.
PHASE 2	
FIRST FLOOR APTS	6,081 S.F.
SECOND FLOOR APTS	6,081 S.F.
TOTAL	12,162 S.F.
SSVF OFFICES (2 STORY)	3,848 S.F.
PANTRY/THRIFT STORE	2,949 S.F.
TOTAL	6,797 S.F.

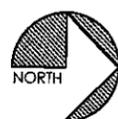


VETERANS INTERGRATION CENTER
 SITE PLAN - phases
 ALBUQUERQUE, NM
 PROJECT #2171

REVISION DATE
<small> RBA ARCHITECTURE, PC ARCHITECTS 100 Park Ave. SW Albuquerque, NM 87102 (505) 243-1500 www.rbaa.com </small>
DATE
2-16-2022
SHEET NUMBER
AS-1.0



VETERANS INTERGRATION CENTER
 1ST FLOOR PLAN
 ALBUQUERQUE, NM
 PROJECT #2171



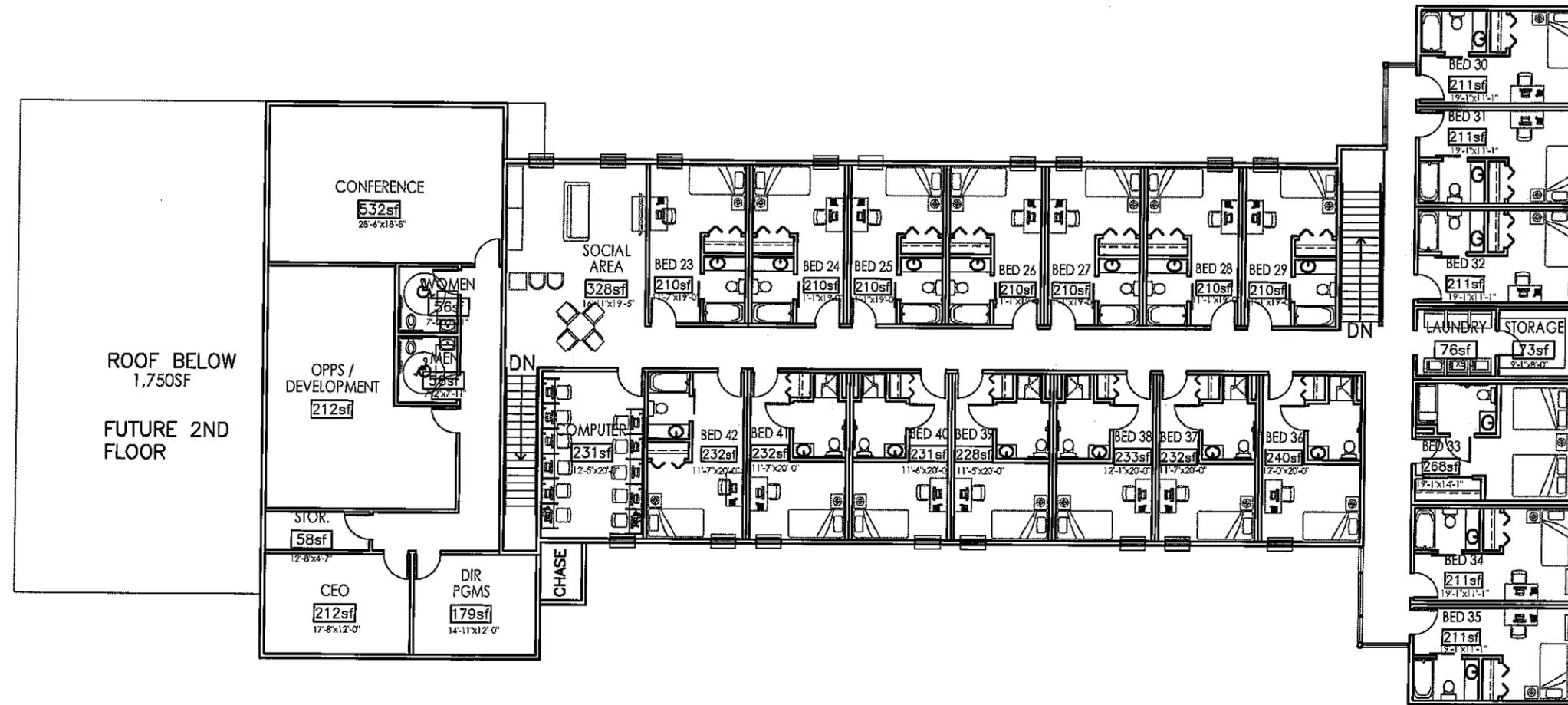
1 1ST FLOOR PLAN
 1/16"=1'-0"



OFFICE
 FIRST FLOOR APTS

3,994 S.F.
 6,659 S.F.

REVISION DATE
RBA ARCHITECTURE, PC PLANNING DESIGN <small>100 Park Ave. SW Albuquerque, NM 87102 (505) 243-8800 www.rba.com</small>
DATE 2-15-2022
SHEET NUMBER A-1.0



VETERANS INTERGATION CENTER
 2ND FLOOR PLAN
 ALBUQUERQUE, NM
 PROJECT #2171



1 2ND FLOOR PLAN
 1/16" = 1'-0"

SECOND OFFICES
 SECOND FLOOR APTS

2,840 S.F.
 6,863 S.F.

REVISION DATE
DATE 2-15-2022
SHEET NUMBER A-2.0

OPERATION WARRIOR RECOVERY MENTAL HEALTH COUNSELING PROGRAM FOR VETERANS AND THEIR FAMILIES

Designed For YOU to Overcome Life's Challenges

- Individual, group, and family member counseling
- Individual Counseling to address conflict and communication problems
- Various group therapy sessions, including Healthy Relationships & Recidivism Reduction
- Peer Support services to help you when those challenging times are present
- Apply Trauma Informed Care to All Our Programs



TELEHEALTH SERVICES AVAILABLE!

Counseling Program is *free*; there is *no cost* for services to the Veteran and their family



Sponsored By:



For more information email: counseling@nmvic.org or call: 505-265-0512

2021 ANNUAL REPORT

ABOUT THE VETERANS INTEGRATION CENTERS

Incorporated in 2005, the VIC is a 501(c)(3) nonprofit in New Mexico and is recognized as an experienced and respected community leader. The VIC is a vital resource for Veterans and their families in New Mexico providing a multitude of services including multiple housing assistance options, peer support, food and nutrition, and case management services to Veterans, their families, and the community.

MISSION STATEMENT

To enable Veterans and their families to achieve stable housing, financial security, and a renewed sense of community.

WHAT SETS US APART

The VIC applies the “No Wrong Door” approach to service delivery and we have removed barriers to receiving assistance for our Veteran families. In 2020, we expanded our support to not only include Veterans who served on active duty, but to include those who served in the Reserves or National Guard, and un-remarried Spouses.

WHO WE HELP



Literally Homeless Veterans (72%)



Veteran Families (35%)



Veteran Widows (2%)



FY 2021 Highlight

NAVY VETERAN RECEIVED MORTGAGE-FREE HOME

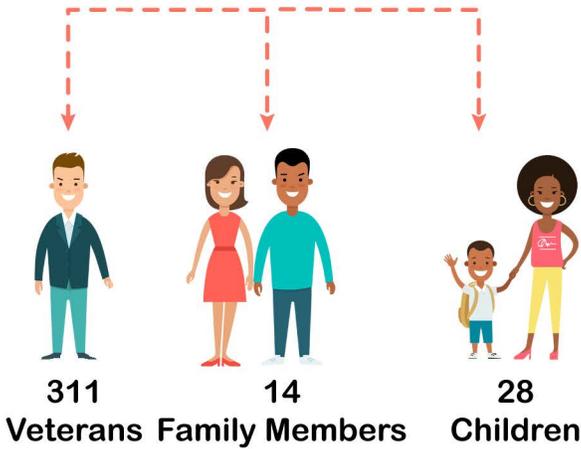
U.S. Navy Veteran L. Davis and his wife received keys to a mortgage-free, fully-furnished mobile home in the Albuquerque Community from the Veterans Integration Centers on July 23, 2021. The home was generously donated to the VIC by an Army Veteran who wanted to change a Veteran's life for the better.

Mr. Davis had several barriers to obtaining housing that many of our veterans' face. After leaving the military, veterans still struggle to reintegrate into society, and in many cases make bad decisions that can haunt their future opportunities. The VIC helps our Veterans work toward independence, and in the case of Mr. Davis, enabled him and his wife to have a real home they could not otherwise afford on their own. The donation of the mobile home has helped to pave a future for the Davis family, where housing insecurity is no longer an issue. The family is excited about owning a home for the first time in their life and has been working closely with his case manager, Ms. Martha Gonzalez, on a housing stability plan that will enable them to be self-sufficient and positive members of society.

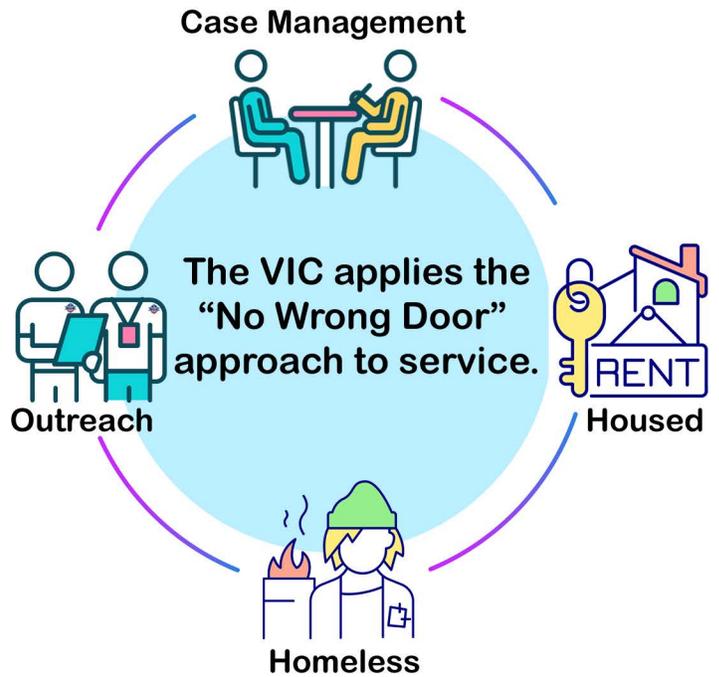
Thank you to our generous donor who made this possible!

2021 Annual Report

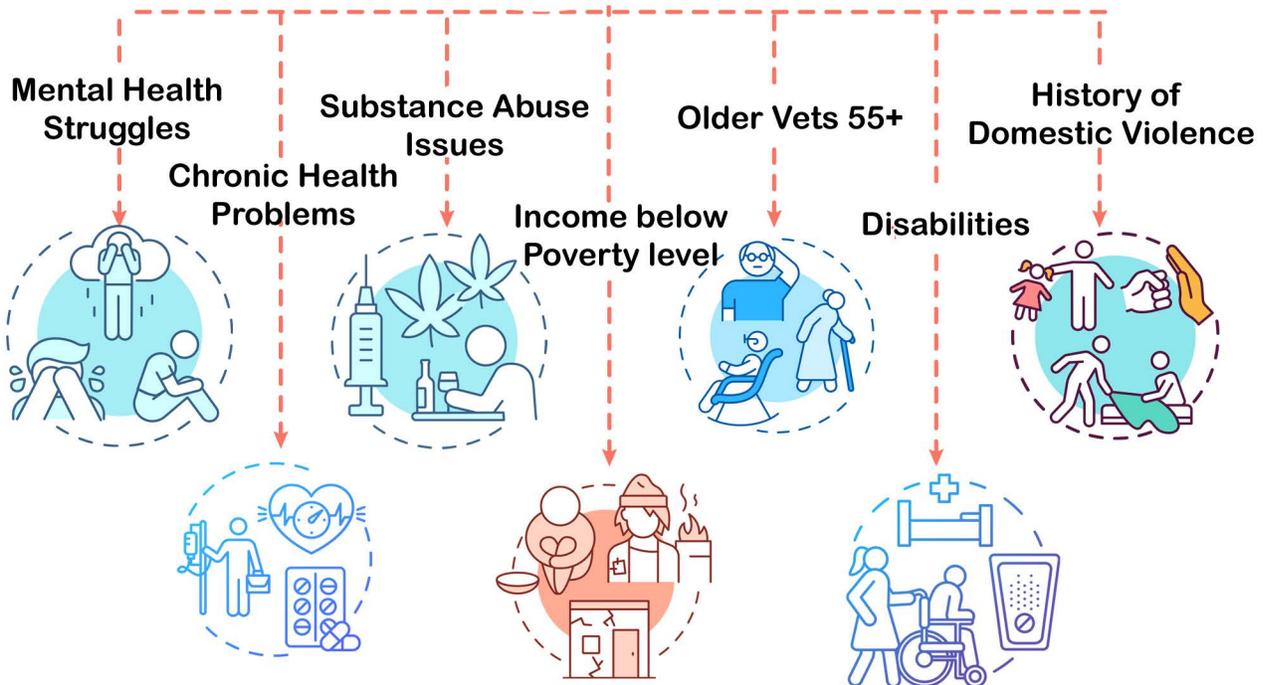
CLIENTS SERVED



OUR APPROACH TO SERVICE



MAJOR BARRIERS TO SUCCESS



Our teams work hard to help Veterans and their families succeed, but there are a lot of struggles our Veterans face everyday...

We believe in a "hand up" not a "hand out"



80%
Housing Stability*



312,540 pounds
Food Distributed



1,233 Households
Food Secure



20 Monthly
Home Deliveries



\$200,000 Donations
given to Veterans



450 Veterans
provided Furniture



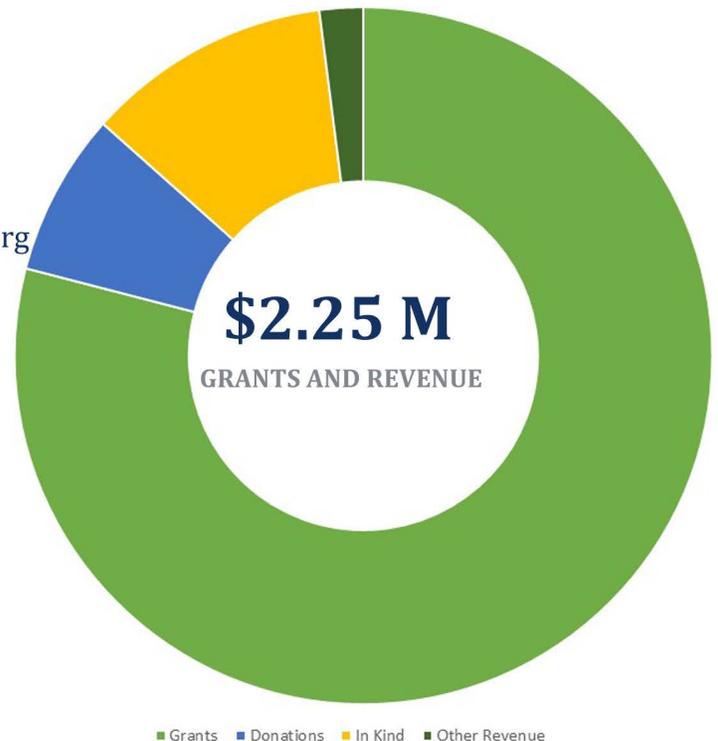
266 Hours of
Therapy and Counseling



3,198
Shuttle Rides

FINANCIALS

2021's 990 can be found on our website: nmvic.org



■ Grants ■ Donations ■ In Kind ■ Other Revenue

We have less than 10% overhead costs.

Source: 2021 Clients Served

*up to 12 months after Exiting a VIC Program

How **YOU** Can Help End Veteran Homelessness

It is often easy to forget about the incomparable sacrifices these men and women have made for our country, as well as the many challenges they face upon returning home.

Your donation-whether \$1 or \$500 all adds up to help a Veteran family in need.
Here's how you can help:



\$25: Give clothing with a pair of shoes and pants



\$50: Give warmth with a winter coat, hat, and gloves



\$100: Give food by providing groceries for a family of 4 for one week



\$500: Give safety with 2 weeks of Emergency Housing and food



\$1,000: Give comfort by providing furnishings and household items for a Veteran family's new household as they move into permanent housing



\$2,500: Give the gift of home with deposit, rental assistance, and furniture for a Veteran family of 4 moving into permanent housing turning a "house" into a "home"

For Other Donation Amounts or Sponsorships, please contact us at info@nmvic.org



Please visit www.nmvic.org/donate/ to give online.

Name: _____

I would like more information on continued giving options. Best way to contact me is:

Phone or Email: _____

I would also like to be contacted: For a tour To Volunteer To discuss a planned gift

Please email this form to info@nmvic.org or mail to:

Veterans Integration Centers
1301-1 Ortiz Drive SE
Albuquerque, NM 87108