



Coordinated Street Outreach (CSO) Committee

3:30 – 5:00 pm

October 8th, 2020

Approved – Final - Minutes

Committee Purpose – *The purpose of the committee is to establish a shared approach to conducting street outreach among workgroup members. The workgroup defines street outreach as the process of connecting and building trust with people experiencing homelessness where they are, with the goal of helping each person meet his or her immediate needs for survival, and helping each person to achieve wellbeing, belonging and connection according to their own understanding.*

Meeting Purposes:

- 1. To bring all meeting participants up to speed with current information with updates**
- 2. To address system gaps and unmet needs with high impact strategies within the first 60 days of meeting**
- 3. To address and identify our philosophies, limitations and potential to meet the needs of our community members experiencing homelessness.**

Meeting Participation Principles:

- Past Progress – Many diverse, and respected voices have contributed to where we are today.
- Preparation - All background materials, minutes and project updates should be read, prior to meetings.
- Contribution – Every voice is elicited, uninterrupted, and heard.
- Distraction - Mute cell phones, avoid side-conversations, stay on-topic.
- Transparency – Acknowledge mistakes, provide upward feedback, seek differing opinions.

<i>Co-Chairs: Xochitl Campos Biggs (DFCS), Commissioner James Collie, (Bernalillo County), Dr. Denise Lin (UNM)</i>
<i>Attendees: Attendees: Xochitl Campos Biggs (FCS), Commissioner James Collie (BernCo), Dr. Denise Lin (UNM-Psych), Courtney Thompson (New Day), Celina Lopez (FCS), Reed Russell (AHCH), Kevin Santry (AHCH), Yvette Ramirez Ammerman (consultant) Kevin Santry (NMCEH), Rachel McHugh (Rape Crisis), Jodie Jepson (Heading Home), Sebastien Adamczyk (CFS), Jessica Delgado (HopeWorks), (BernCo), Dennis Plummer (Heading Home), Charlie Verploegh (BernCo), Kevin Arthun (NMCEH), Buck Sanchez (BernCo BHI)</i>

Individual:	Discussion: Needs /Gaps
Welcome and introductions Commissioner Collie and Denise Lin, Xochitl Campos Biggs	1) Co-Chairs: Xochitl Campos Biggs (DFCS), Commissioner James Collie, (Bernalillo County), Dr. Denise Lin (UNM) welcomed participants.
Approval of previous minutes	2) Approved

<p>Review of Needs, Gaps, and High Impact Strategies Document</p>	<p>Carol Pierce started the meeting by discussing the “Next Steps” after the Needs, Gaps, and High Impact Strategies Document is reviewed and presented to the HCC, she noted the committee will be prioritizing and add funding amounts.</p> <p>Commissioner Collie and Xochi began screen-sharing and commenced reviewing the 10-7-20 draft of the Needs, Gaps, High Impact Strategies, with the members. The document reviewed was as follows:</p> <p>Please note: A summary of the discussion points follows the version (below) of the original document.</p> <p><u>Needs/Gaps:</u></p> <ul style="list-style-type: none"> • In addressing the issue of homelessness on a whole, Albuquerque does not have “a coordinated effort with a shared vision to address issues around homelessness¹,” including street outreach. There is a need for a coordinated effort among service provider outreach teams to improve the efficacy of services provided, reduce overlap in services and increase the ability to reach people experiencing homelessness across the city. This coordination needs to address increased communication among street outreach providers, coordinated identification of where people are living in public spaces, the acuity and needs of the individuals living in public space, and the deployment of appropriate team to address those specific issues. • To coordinate outreach among multiple service providers, serving different sub-groups of the homeless population in different ways, there is a need to identify the components of street outreach, who does them, how and when, and to create a map that details the system. While this work began in 2019, with the development of a shared definition of outreach, identification of categories of outreach, and shared principles of outreach, there is still more to do. • There is a lack of continuity of care for individuals with complex needs who need to navigate multiple system, including non-profit providers and hospitals. • There are very limited services available on the weekends and from 5:00pm to 8:00am on weekdays. • There is a lack of public awareness and knowledge of people experiencing homelessness which has led to the dehumanization and criminalization of those individuals. In addition, people who are concerned by the behavior of a person experiencing homeless frequently do not know of resources that can assist that person and call 911, where frequently a police officer is dispatched. This action taxes an already overburdened system and does not allocate the appropriate resource to fit the need.
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¹, ² Urban Institute. (2020) The Urban Institute, Albuquerque Affordable Housing and Homelessness Needs Assessment. Washington, DC: Urban Institute.

- People experiencing homelessness who are experiencing a mental health crisis need quick access to psychiatric services. There is also a need to find a legal and permissible way to retain someone in care until it is determined that they will not hurt themselves or others.
- There are gaps in how effectively street outreach providers are able to connect people experiencing homelessness to permanent housing². The gaps identified include:
 - Individuals who are experiencing chronic homelessness with mental illness are unable to fully understand and respond with accurate answers to the common assessment tool for the Coordinated Entry System, which results in a lower priority for available permanent supportive housing.
 - Connecting to youth, whose experiences of homelessness can be quite different to that of adults.
 - The limited supply of permanent supportive housing is an ongoing gap, and makes it challenging to connect people to permanent supportive housing.
 - Addressing the needs of families experiencing homelessness and rapidly housing them.
- Ultimately the challenges associated with housing individuals long-term and their continued presence on the street means street outreach providers continue to work with the same individuals rather than move their attention and resources to others. This is where the Coordinated Street Outreach sees overlap in our subcommittee work, particularly the Youth Housing Continuum and the Housing Group.

High Impact Strategies

- Finalize a Street Outreach Agreement that will be signed by street outreach providers. The Agreement should:
 - Contain a shared definition, categories and principles of outreach
 - Identify specific mechanisms for coordinating street outreach activities (i.e. regular coordination meetings, use of specific technology, etc).
 - Identify shared outcomes and tools for collecting outcome data
- Conduct a survey for outreach providers to identify individual group philosophies, populations served, limitations, access points, hours of operation, referral systems and top three issues limiting their organization. This survey is complete and has already been sent out to members of the committee.

- Establish a Social Dispatch model to help police officers connect those experiencing homelessness to needed services. Prior to the launch of the Homeless Coordinating Council, the Department of Family and Community Services and the commander of the Albuquerque Police Department Valley Area Command worked together to develop a Social Dispatch model. This Social Dispatch model provides a mechanism for police officers working swing (2:00pm – 10:00pm) and overnight (10:00pm to 8:00am) shifts to dispatch service providers during their normal hours of operation to engage people experiencing homelessness whom the officers observe or encounter during their shifts.
- Fund a Street Outreach Coordinator whose job it will be to manage a coordinated system of outreach among providers. There is a need to identify funding for this position from multiple sources, including the City of Albuquerque, the County of Bernalillo, and the University of New Mexico to ensure a unified and invested effort in creating coordinated system with a clear leadership role.

Considerable discussion of each bullet point ensued, including the following concerns:

- 1) Regarding the survey disseminated:
 - a. Difficult to answer – perhaps a checklist might be more useful
 - b. Need more outreach providers to complete the survey (Xochi/Yvette will follow up with individuals/groups who did not complete the survey, and work on improving readability).

Regarding the Needs/Gaps/High impact Strategies:

- the expeditious timeline and whether a well-thought out product could be delivered in that timeframe
- whether or not all the entities are represented (VA, Lovelace, etc)
- how do we include a feedback loop
- will we be able to pivot if the high impact strategies do not end up being effective (problem of diversion of funding in a way which is ineffective)
- change language to reflect there is a shared vision and existing coordination
- questions about the “Social Dispatch” as a high-impact strategy (does it need more testing?), is it duplicating efforts, how will the follow-up occur?
- do we have all the expertise we need to “drill-down” to causality
- some directed services are provided between 5pm and 8am (ex. rape crisis)
- one of the most difficult aspects of coordination is being able to find people (between 70% - 90% of the time)
- how do we better utilize HMIS data?

	<ul style="list-style-type: none"> • need to change language about “legal and permissible” – is it the “certificate of evaluation”? And who can provide these certifications? 72 hour hold (sometimes it doesn’t work, they might not meet the criteria for a hold. For example acute anti-social disorder will not qualify, unless they are in crisis) • need to include information on “Care Campus” – crisis care units (need more beds), but not everyone qualifies <p>The meeting concluded running overtime, it was decided to follow-up separately with individuals expressing concerns.</p>
1) Next steps Yvette Ramirez Ammerman	<p>We will be submitting recommendations for review and approval to the Homeless Coordinating Council.</p> <p>Lisa Huval mentioned she would share a chart of services she is working on.</p> <p>Next Meeting: October 22nd.</p>

Core Documents:

CABQ: ABQ Street Outreach Agreement Draft 3-2-20, Street Outreach Report, <https://www.cabq.gov/family/partner-resources/meeting-minutes-agendas/homeless-coordinating-council>
BernCo: Non and MCT Responses, **UNM:**