



Coordinated Street Outreach (CSO) Committee
3:30 – 5:00 pm
October 22ND, 2020
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), Sara Keeney, Erin Hulse, Jim Malone, Tina Kachele (Abq Monthly Meeting AMM Quaker Friends), Bill Wagner (Centro Savila), Kristina Perea (UNMH), Evelyn Kuhn</i>

Individual:	Discussion: Needs /Gaps
Welcome and introductions Commissioner Collie and Denise Lin, Xochitl Campos Biggs	<ol style="list-style-type: none"> 1) Co-Chairs: Xochitl Campos Biggs (DFCS), Commissioner James Collie, (Bernalillo County), Dr. Denise Lin (UNM) welcomed participants. 2) Commissioner Collie welcomed four members of the Albuquerque Monthly Meeting of Quaker friends who hosts people experiencing homelessness are on their property, They are joining today to link to outreach and services, 3) Commissioner Collie mentioned the closure of the Westside Emergency Housing Shelter and its impact.

	<p>4) Commissioner-elect Adrian Barboa mentioned the mobile shower unit for future discussion.</p> <p>5) UNMH representative has connected with Xochi to try to improve services to people being discharged from the Hospital.</p>
Approval of previous minutes	6) Approved
HCC Homeless Services & Framework	<p>Xochi presented the Homeless Coordinating Council (distributed via email) Homeless Services & Framework draft (dated Oct. 12th), she noted there are four other groups contributing to the document and solicited feedback on the document.</p> <p>From the HCC Homeless Services and Framework: CSO High Impact Strategies:</p> <ul style="list-style-type: none">• Finalize a Street Outreach Agreement that will be signed by street outreach providers with the understanding that this will be a living document in need of continued refocusing and revisiting to meet the evolving need. At minimum the Agreement should:<ul style="list-style-type: none">○ Contain a shared definition, categories, principles of outreach, and best practices○ 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 the top three issues limiting their organization. This survey is complete and has already been sent out to members of the committee.• Establish a model of coordination to increase street outreach to people in need of support outside of the standard hours of operation for most outreach providers. This model will need to acknowledge current human resources capacity and limitations, and focus on a humane and trauma-informed approach to supporting individuals in need.• 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 recurring 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 sustainable effort in creating a coordinated street outreach system. This position should be housed within a nonprofit service provider that has expertise and experience conducting street outreach. <p>Xochi opened the discussion:</p> <ul style="list-style-type: none">• Acknowledging different approaches to outreach to make sure our work in this subcommittee compliments each effort conflicts Include responses from Survey for discussion• What can we move forward on from High Level Strategies we've identified
Coordination and integration of provider outreach among different systems	

Kevin Santry referenced the “Street Outreach Agreement” from 2019, and emphasized that agencies are different, and differences are respected. He gave an example of one organizational representative who was pro-life and wouldn’t refer to planned parenthood, in this situation other organizations would make the referral a “warm” hand-off.

The Thursday 11am meetings is a half-hour meeting which shares coordinated outreach resources (begun during COVID). Typically, AHCH, HopeWorks, Heading Home, First Nations, COAST, Street Safe, FCS staff Celina and Sebastien, Kevin Arthun from NM Coalition to End Homelessness.

Kevin Santry gave an example of a man who was very ill, but refusing to go to an ER. Sebastien was able to reach out to AHCH, lacking transportation the individual walked to AHCH and received services. There’s excellent sharing of resources. Commissioner Collie commented this meeting IS a High-Level Strategy. Carol Brusca is compiling a resource sheet with names and numbers for easy access.

Erin (AMM) recounted the time last week when their group had unhoused guests, and the temperature dropped precipitously. Where could they find resources quickly?

Kevin Santry has family vouchers, and medical vouchers for people leaving hospitals, Carol Brusca has vouchers for high-utilizers, but the group admitted there are no 24/7 outreach resources in the community, and especially after 5pm. Commissioner Collie noted this has been underscored in previous meetings and noted in the High Need/Gap document.

Clarification was made on the term “high utilizers”: individuals who have multiple interactions with the jail, law-enforcement, or hospital; who are experiencing homelessness and have mental health issues – 50 times over a six-month period. Charlie Verplogh noted they have a high-utilizer list of people who have been in Metropolitan Detention Center (MDC) twice or more, been through Detox, cross-checked with ER visits over 18 months. They are currently working on developing a tool to share the list with a group of providers in real time for more appropriate interventions.

Tina asked about motel vouchers for people who are ill. Kevin Santry indicated people should be referred to AHCH which has motel vouchers for at-risk individuals who are ill.

Xochi interjected that the Housing Committee is working on motel vouchers, plus transitional and permanent supportive housing.

Commissioner Collie and Xochi discussed the Agora 768-HELP phone number which acts as a triage for homeless services.

Xochi re-emphasized the “Street Outreach Agreement” as a high-level strategy. The agreement is to work and complement each other and know which resource excels in which area (e.g. AHCH harm reduction). Carol Brusca added the agreement should be re-visited every 6 months. The committee agreed this is a high-level strategy. She noted the next meeting will be a discussion of the “Street Outreach Agreement”.

	<p>Kevin Arthun provided information on the Homeless Management Information System (HMIS) outreach database required by HUD: The “Coordinated Entry” system. It is a collaboration between: First Nations, AHCH, Heading Home, and Street Safe. Centralized way to prioritize housing for medical, mental health, recovery etc.</p> <ul style="list-style-type: none"> • About 100 physical and phone access points including many outreach workers • Approx. 200 VI-SPDAT (Vulnerability Index - Service Prioritization Decision Assistance Tool Housing Surveys a.k.a Housing Assessment tool) assess degree of service need • Target is getting individuals housed within 24 hours – best time to date is 14 days • Able to include other providers by proxy • Assign lead agencies to reduce duplication of efforts • Works across the entire spectrum from initial engagement through fully housed with necessary supportive services • Captures returns to homelessness • Developing online access to a “toolkit” with all documents to which outreach workers need access • They are working at optimizing “flow rate” reducing number of homeless individuals engaged at any one time • Disconnect - there is a lack of continuity in services – allowing individuals to “drop-off”. Need to streamline connection with referral immediately with individuals • Measures number of people who stop engaging – need to figure out why? <p>Provides accountability, as well as data supporting best practices for getting people housed.</p>
1) Next steps:	Next Meeting: November 5th.

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:**