



Coordinated Street Outreach (CSO) Committee
3:30 – 5:00 pm
November 19th , 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.

Co-Chairs: Xochitl Campos Biggs (CABQ-FCS), Commissioner James Collie, (Bernalillo County), Dr. Denise Lin (UNM)
Attendees: Xochitl Campos Biggs (FCS), Commissioner James Collie (BernCo), Dr. Denise Lin (UNM-Psych), Sam Sisneros (New Day), Celina Lopez (CABQ-FCS), Kevin Arthun (NMCEH), Sebastien Adamczyk (CABQ-FCS), Alex Tibble (Agora), Carol Brusca (Heading Home), Christine Barber (StreetSafe), Laura Norman (CABQ Consultant), Lisa Huval (CABQ-FCS), Adriann Barboa (Commissioner Elect, BernCo), Jodie Jepson (Heading Home), Kevin Santry (AHCH), Richard (Reed) Russell (AHCH), Buck Sanchez (NMPCA), Courtney Thompson (New Day), Evelyn Kuhn (Community Members)

Item & Individual:	Discussion: Needs /Gaps
Welcome and intros of new participants, Commissioner Collie and Xochitl Campos Biggs	<ol style="list-style-type: none"> 1) Co-Chair Commissioner James Collie, (Bernalillo County) welcomed all and thanked for participation. There were no new participants to introduce. 2) Minutes of 11.5.20 were approved. 3) Public Comment, none.

Role of Outreach in coord of Psych Emer Svcs, Dr. Denise Lin

4.) Co-Chair Dr. Denise Lin opened the discussion regarding the role of outreach relative to psychiatric emergency services. She shared a conversation with staff at the UNM Psychiatric Emergency Services (PES) to frame the discussion and gather input from the group. Scenario: a patient comes to PES at night, he/she is evaluated, and the determination is made that psychiatric hospitalization is not needed. Staff create a plan for follow-up resources and give to the person, then he/she is free to leave. With Covid precautions, this person cannot remain in the lobby overnight. The person (who has no home) may be given a bus pass or walk away. Where could this person go or who could be contacted at night? Also, where do PES staff find an updated community resource list?

Xochitl Campos Biggs shared her screen with the High Level Strategies from the Framework document and typed discussion in as the group went.

Discussion began with Buck Sanchez suggesting that this group coordinate and connect with a crisis triage center work group via BernCo's BHI Crisis Subcommittee. It is working on details of this new service. It will be part of the larger continuum of care and may address issues such as the one in this scenario; but not in the short-term, as it is a longer term strategy. He will send information on future crisis triage center planning meetings.

Rides from Emergency Departments to the Westside Emergency Housing Shelter (WEHC) are arranged, but there wasn't clarity regarding how consistently.

Commissioner Collie added that a coordinating office or function would seem to be valuable in helping to keep resource information updated.

The NMCEH makes referrals to and utilizes 211, 311 and 768-HELP lines as needed. And, per Kevin Arthun, there are some beginnings of a master coordination and infrastructure for resources. Some of the resources that they are able to connect people with now include rental assistance, eviction prevention funds and COVID funding opportunities. Kevin Arthun shared that in his experience keeping a resource guide updated is extremely difficult as information is constantly changing. There are some specializations of resource information, such as a Recovery Resource app underway through BernCo. Relationship building and having a personal point of contact is more effective outreach than only offering a list of resources.

Kevin Santry insight on the scenario Dr. Lin posed was that they do receive calls from UNM and Presb hospitals. Between 8 and 4 when a person without a home is being discharged, then they can respond quickly. At night, that is different. Before Covid, staying in the ER lobbies until morning was an option. There aren't any services open at night to send them to.

Is the CARES campus an option, or just the WEHC? Some people will not go to the WEHC, not feeling safe there and word of mouth not always positive from guest to guest. What would make the WEHC more appealing and welcoming? People with positive experiences could be engaged somehow as natural ambassadors and encourage others to use the service.

Commission Collie shifted the discussion focus from tactical to conceptual: there does seem to be consensus that a gap exists in what safe, acceptable place people can go when discharging late night/early from PES. The service providers are not available on off hours.

MDC reentry resource center keeps cots for those released at off hours; have recognized this need and made adjustments within their own process.

It was pointed out that even when people are willing to go to WEHC, they may not be appropriate guests due to behavioral health or medical acuity. Where can these people go? Resources for this subgroup is an apparent gap. Jodie Jepson and Carol Brusca will outline what falls outside the capabilities of the WEHC so this group understands.

Kevin Arthun mentioned a concept of durable ReConnection Plan, that endures a phone going missing, that person can actually participate in their plan and services with continuity. Links related to this, and resource guide here: <https://abqcr.org/case-management/> and https://drive.google.com/file/d/1rJ6XfRWmmj0prBSopu798n3hjQk_GjGz/view?usp=sharing

The group discussed whether a gap or relationship issue between Outreach Workers and Law Enforcement exists and how relationships can be improved. Jodie Jepson commented that law enforcement is critical to the success of the individuals they serve; staff meet with law enforcement every Monday to strategize case by case. She has observed a positive shift in morale, as law enforcement sees itself as part of the downtown solution.

Celina Lopez concurred that they depend on law enforcement to do their job and relies on them daily; doesn't see much of a gap.

Kevin Santry asked for an update and whether Social Dispatch is still on the table. Xochitl Campos Biggs confirmed that it is and provided an update on this collaborative effort with City, APD and select service providers. It is a pilot that will give the police tools; because these interactions between law enforcement and persons without homes are already happening. Kevin Santry commented that law enforcement and service providers are coming together much better than in past and realize there is common ground.

Xochitl Campos Biggs asked the group whether Social Dispatch should be on the high level strategies. Kevin Arthun said that he is aware of a mixture of interactions between persons who are homeless and law enforcement; some good some bad. If social dispatch pulls law enforcement out of direct contact, and there is concern about bad law enforcement contacts, seems as if support of this project/effort would be strong? Testing ideas on a small scale and running them by front line workers could allow for some lessons learned before launch full scale program.

24 hr coverage vs. Weekend coverage – Xochitl Campos Biggs: While the discussion had been to this point on night coverage and gaps, the issue of weekends became the focus – what happens when people could benefit from assistance on Saturday and Sunday, when service providers are mostly closed?

There was consensus that weekends were a need, when people were awake and moving around town. The nights would be where Social Dispatch services would more likely come in contact with people. Kevin Santry said he was part of a pilot years ago, a night outreach program from 10 pm to 3 am, and mostly it was sex workers and people

	<p>sleeping on the street. Saturday and Sunday would be more important in terms of connecting with people.</p> <p>Reed Russell said it is important to ask the question, what is the goal of an outreach at 2 am, vs what is the goal of an outreach at noon on Sunday?</p> <p>Discussed what a Sunday outreach could do, and Jodie Jepson pointed to consistency and building relationships. The constant engagement has a public safety and community benefit too. Staffing issues make weekend coverage hard. Contracts and expectations/requirements play a role too.</p> <p>Adriann Barboa reflected back that what she is hearing is that the Sat/Sun outreach is more of a priority than night hours. And would the service provider agencies take the lead individually in identifying the specifics on how this could/should look? Discussion followed about how the impact of expanded outreach days would be measured as effective? And, how do the organizational cultures play a role in addressing this gap?</p> <p><i>What kind of data do we collect and how do we collect it, relative to weekend day outreach?</i> – will be on next meeting agenda. (for example, when are most people being transported to hospital EDs, or to jail? Getting law enforcement input could be valuable; recognizing that districts and commands have different approaches)</p>
Next steps:	Next Meeting: December 3rd.

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:**