



Homeless Services System

11:00 – 12:30

October 20th, 2020

Minutes

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: Quinn Donnay (DFCS), Commissioner Charlene Pyskoty (Bernalillo County), Rodney McNease (UNM)
Attendees: Steve Johnson (New Day), Carol Pierce (FCS), Lisa Huval (FCS), Yvette Ramirez Ammerman (CABQ consultant), Kashif Muhammed (BernCo), Heather Hoffman (Barrett House), Dennis Plummer (Heading Home), Richard (Reed) Russell (AHCH), Cate Reeves (NMPCA), Marit Tully (Near North Valley NA), Christina Apodaca (Santa Barbara Martineztown NA), Doreen McKnight (Wells Park NA)

Individual:	Discussion/Needs/Gaps
Welcome and Introductions, approval of minutes	1) Commissioner Pyskoty and Quinn Donnay opened the meeting by welcoming and thanking the participants for their time. 2) Minutes of the 10.6.20 meeting were approved.
Quinn Donnay	3) Quinn Donnay shared her screen and members viewed the Homeless Services System section of the Homeless Coordinating Council’s Coordinated Community-Wide Framework on Homelessness. Specific focus today was on the section of the document – “Strategies to mitigate neighborhood impact.” Each bullet point within this section was read and discussed in detail before moving on to the next. The first bullet point discussed was “Evaluate impact of any emergency shelter locations within 5 miles of the proposed location, including the possible impact of proposed service (e.g., food, medical care, case management, substance abuse, drop-in access, 24/7 hours) and the population to be served.” <ul style="list-style-type: none"> • Evaluation should include existing circumstances/services as well as future; evaluating impact is cumulative; also suggested language be added to clarify and expand what “neighborhood” means to include businesses, institutions, etc.

The **second** bullet point, and its sub-bullets, discussed were *“Create a detailed plan to address community safety concerns for the area around any proposed emergency shelter locations. The plan should address:*

- o Consideration of a dedicated public safety district around the shelter similar to the current Downtown Public Safety District;*
- o Adequate security and trained medical personnel needed to keep residents of the emergency shelter and surrounding neighbors and businesses safe;*
- o Adequate public restrooms for the area where the shelter is located, including the design, funding and construction of public bathrooms that are open, staffed, and maintained 24/7;*
- o Increased coordinated street outreach to meet the needs of people experiencing homelessness in the vicinity of the shelter who are not using the shelter;*
- o Design, funding and construction of sidewalks and other street improvements that are needed surrounding the shelter;*
- o The development and funding of special teams to clean and remove trash daily from areas surrounding the emergency shelter, including sidewalks, bus stops, store fronts, parks, etc;*
- o Investment in public safety infrastructure, e.g., wide, buffered sidewalks, reduced speed limit, lighting, bus stops, etc. to assure the safety of all.”*

- Joanne Landry said that many individuals who are homeless in the International District will not attend the shelter. Need to have a secure place with integrity. Discussion followed as to why individuals would not use current shelter, with reasons including: experience having items stolen; assault; being in enclosed area with a crowd which can be a trigger for persons with mental illness; avoiding situation where could get in fights.
- Steve Johnson offered a reminder to include individuals who are homeless in conversations, asking them in a genuine and focused way why they don’t use shelters. Quinn Donnay said that as we move forward for public input, this would be a great place to engage them. Carol Pierce concurred.
- Dennis Plummer noted that AOC doesn’t allow people to walk to and from, with scheduled times at different off sites. This allows for managing who is coming and going, providing better property control, and providing low neighborhood impact.
- Richard Russell offered that security company and cameras have assisted them with safety around his campus. Can remind people to leave via loudspeaker, thanks to cameras, if someone is on campus afterhours.
- One question on a sub-bullet point, #2 (*Adequate security and trained medical personnel....*) Richard Russell said that his trained medical personnel couldn’t help with keeping the neighborhood safe outside the building. Doreen McKnight suggested splitting the point into two points. Marit Tully suggested taking out the word “medical.” Quinn Donnay is to edit and reflect this discussion.

The **third** bullet point, and its sub-bullets discussed, were *“Dedicate substantial funds to the rehabilitation, redevelopment and investment of the area around any proposed emergency shelter within 5 miles.*

o Dedicate direct economic relief to businesses and residents surrounding any proposed gateway shelter within a mile of the shelter.

o Incentivize businesses to stay in and around the area of the gateway shelter or compensate them for lost business/revenue that occurs due to the emergency shelter

o Create easily accessible and understandable tax abatement, grants, and other financial relief mechanisms for small businesses located in the area near a homeless facility, and conduct outreach and marketing to those businesses so they are aware the assistance is available.”

- Doreen McKnight didn't have anything on this section, but added that there should be some policies in place in line with the edits Marit Tully has suggested, i.e., policies for people dropped off and who don't want to stay; policies to mitigate migrations; good neighbor agreements; phone number for neighbors to call.
- Marit Tully said that 'around existing services' should be added; not just new shelter. Examples of existing issues are: walking from Coronado to Noon Day, sections of sidewalk are missing; traffic speed (40 mph) as drivers exit the interstate and enter a gateway to downtown. Cross walks or hawklights might be helpful. Cate Reeves noted that it was valid to look at the area and environment where shelters might go, that it was important for everyone to be safe.
- Christina Apodaca noted that the committee lacks specific representation from businesses and that this is a gap in the committee.
- Quinn Donnay said a process for public input on this document is being created, and that should include affected businesses.

At the conclusion of the bullet-by-bullet review of this section of the document, Quinn Donnay asked if there was **additional discussion** needed to address neighborhood concerns.

- Rodney McNease commented that this discussion has been good and will help refine the document; specifically the safety components and how to put in better structure, and to work with neighborhoods on a more comprehensive and coordinated approach.
- Lisa Huval added that while this is a high -level document, it should reflect concerns around what a 24/7 facility might mean for a neighborhood. It is not yet time to define details. This group will need to work on these elements going forward.
- Marit Tully requested that the committee review edits she had sent to the committee for consideration; Quinn Donnay shared the edited document on screen and the committee discussed key areas and concurred with the edits. The edited document with the key areas highlighted is attached.
- With respect to Mitigation Strategies C(4)(i) through (4)(k), Steve Johnson noted that these additions make total sense, while pointing out that the youth shelter has not had similar issues and wondering whether volume was the "magic step." Lisa Huval appreciated how this section was framed—as open for discussion rather than as requirements. Dennis Plummer noted that subsections iii and v would be the most challenging and needed to be addressed; he added that a "closed" 24/7 shelter was possible, that people won't hang out and loiter where they can't just walk in.
- Rodney McNease noted that related to persons with serious mental illness who refuse, there is criteria under mental health code to assist. It would be good to build out a better plan or algorithm when this situation occurs.
- With respect to B(8), Marit Tully explained the edits were meant to remove any implication that single mothers were "normal," and everyone else was "different."

	<ul style="list-style-type: none"> • With respect to B(11), Marit Tully explained her view that for each “strategy,” there needed to be a parallel “need or gap,” which was missing in the case of mitigation strategies—no needs or gaps had yet been included. Lisa Huval noted that she liked this addition and it made sense. • Dennis Plummer referenced an oncoming need for geriatric individuals in need of hospice care and medical respite at a higher level. Quinn Donnay confirmed that medical respite is a high impact strategy. • With respect to II-A(4), Marit Tully explained her view that the general strategies needed to reflect all of the specific strategies and that mitigation was not yet included as a general strategy. <p>Quinn Donnay provide a recap:</p> <ul style="list-style-type: none"> • The impact study should cover all existing services not just new ones • Should define “neighborhood” • Shelters should be secure and provide living space that has dignity • Route with pick-ups, bus stop distribution, allows providers to monitor who comes and goes • Successful services have security, intercoms, procedures and policies for keeping areas clean • Will change some of the document bullets, not medical personnel term • Need policies wherever gateways are built to reduce migration, good neighbor agreements, phone numbers to call, etc. • Around existing services, city/county should look at crosswalks, speed limits, sidewalks, etc, where service providers are located - Wells Park and beyond • Build out of an algorithm/overarching strategy on how to help persons with serious mental illness <p>Lisa Huval thanked the committee for a rich and open discussion. Chairperson Pyskoty seconded that and asked committee members to send emails to Quinn Donnay if they think of anything else. Chairperson McNease added his thanks for the good input.</p>
Next Meeting:	<ul style="list-style-type: none"> • Nov. 3rd, 2020

Core Documents:

CABQ: Focus Group – People With Lived Experience, Gateway Center Site Ranking Report, Gateway Center Online Survey Report, Gateway Center Public Input Session, Changing the Story document, Assessing Shelter Capacity Report (Barbara Poppe and Stephen Metreaux report), Gateway Concepts document, Medical Respite Community Needs Assessment

UNM: UNM Hospitals 2020 Community Health Needs Assessment

BernCo: Bernalillo County Healthcare Task Force Recommendations: 2014