



Coordinated Street Outreach (CSO) Committee

3:30 – 5:00 pm

September 24th, 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),</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

Review of Needs, Gaps, and High Impact Strategies Document

Commissioner Collie curated the conversation on the summary Needs, Gaps, and High Impact Strategies Document:

Needs:

- Expansion of Thursday Coordination Meeting is a critical meeting, should include additional groups also doing outreach
- Educating APD, Private Security firms, UNM Police, and the Public on Homelessness especially stop criminalizing homeless itself
- Identification of Street Outreach Components and Mapping of System (parameters of each agencies outreach)
- Navigation of Information Gap for Continuum of Care. How do we navigate information sharing? Does HIPAA apply to non-clinical practitioners? Need a full understanding of legal issues
- Does it apply to those who are not healthcare providers?

Gaps:

- Coordination throughout the city
- No Services 5:00 p.m. to 8:00 a.m. and Weekends
- Criminalization of Homelessness
- Knowing who serves who and how – adequate data to address gaps
- Quick Access to Psychiatric Services for People in Crisis
- Legal and Permissible way to retain someone until we are sure they won't hurt themselves or others
- Outreach to youth, how do we build trust? How do we build on what is already happening?

High Level Strategies:

Xochi reviewed the "Social Dispatch Program" – police officers are the usual interface with homelessness folks during the hours of 5pm – 8am. Commander Josh Brown (North Valley Area Command and Xochi are working with AHCH and Heading Home on a pilot of the project, not collecting data on individual's names or DOB, simply collecting information on the location of individuals to be passed onto social service agencies. She noted when service providers are not working or are closed, the Albuquerque Police Department and first responders are often called upon during this timeframe. Xochi shared a short slide presentation on the "Social Dispatch" project to provide a software application to APD officers who are working swing and graveyard shifts, enabling these officers to identify and refer homeless people to social service assistance as needed. Utilizing City resources already in existence, this could potentially be a high level strategy to address homeless needs in the evening and nighttime hours, without the need to post a criminal complaint (such as panhandling or trespassing).

A second high impact strategy would be to fund a Street Outreach Coordinator who would work with both the APD and all service providers to ensure less duplication and more coordination of services to homeless individuals.

Kevin Santry spoke about his enthusiasm for the Social Dispatch project, and noted there are not many outreach service providers out in the mornings, sometimes police have made people "move along", waking them up and making them move (sometimes just down the street). Kevin Arthun has a daily Homeless Management Information System (HMIS) list of people NMCEH is actively seeking, in order to get them housed, or

	<p>to get them services. Kevin Santry mentioned this is a project is grounded in the principles of harm reduction and trauma informed care. AHCH is able to connect individuals to Medicaid, food, showers, flu-shots, etc,</p> <p>Kevin Arthun was asking if the data was de-identified? Xochi answered yes. She emphasized this is an evolving project and it may be, that, more data is gathered as needed by social service agencies. Kevin mentioned that the HMIS could create a feedback loop indicating how many people were connected to services via Social Dispatch.</p> <p>Jodie Jepson voiced a concern about duplication of services on the service provider side. Kevin Santry responded that Social Dispatch would improve the communication with the police, and may identify individuals who may not already be contacted by social service agencies. Xochi indicated she believes this will be a way to avoid duplication, having triage meetings in the morning will improve coordination.</p> <p>Rachel McHugh raised a concern about the kinds of questions which might be asked. It is important to build rapport with individuals and ‘meet them where they are at’.</p>
<p>Discussion of 24/7 services meaning of collaboration and data collection.</p>	<p>Commissioner Collie opened a discussion regarding the need for 24/7 Reception and Coordination of outreach service providers. 24/7 reception for women and children, youth, drop-in centers, shelters, mental health centers, housing vouchers. Is any service provider already doing outreach 24/7? Do we need a 24/7 system?</p> <p>Kevin Arthun commented more engagement requires more services. Many services are just not available. NMCEH is working on a coordinated resource guide, BernCo is working on an app for recovery center connections.</p> <p>Xochi said this shows where we have opportunities to ask for more funding. Charlie Verploegh clarified we need to focus on outreach, but other committees are dealing with housing. Charlie mentioned the Community Engagement team for working overnight or on-call, Mobile Crisis Team works during swing shifts (BernCo).</p> <p>How do you define outreach coordination?</p> <p>Christine Barber discussed the coordination across agencies, Street safe coordinates with Albuquerque Health Care for the Homeless (AHCH) in real time. Jodie mentioned meeting immediate needs, wound care, respite, psych care, needing meds, and coordination with larger institutions (UNM). Kevin Arthun interjected that we need to ensure we’re looking at long-term too, reconnection strategy (HMIs), and it’s important to have outreach workers who are empathetic and don’t overpromise.</p> <p>Courtney Thompson commented with regards to 18—22 year-olds, they are resourceful and do more couch-surfing, having HopeWorks’ older people identify young people who are less visible can help identify these youths.</p> <p>Brief conversation ensued regarding documentation.</p> <p>Data collection what do you need to know, NMCEH HUD tracks all funds. HMIS can create customized reports, collects income, disability, Medicaid, etc. There is a proxy way to share data, if clients have signed a release (don’t re-create the wheel).</p>

1) Next steps Yvette Ramirez Ammerman	We will be submitting recommendations for review and approval to the Homeless Coordinating Council. Next Meeting: October 8th.

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: