



Coordinated Street Outreach (CSO) Committee
3:30 – 4:30 pm
October 14, 2021
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: Dr. Jaymes Fairfax-Columbo (UNM), Adriann Barboa (BernCo Commissioner), Lisa Huval (Dep Dir, CABQ-FCS) | |
| Attendees: Christine Barber (StreetSafe), Laura Norman (CABQ Consultant), Lisa Huval (CABQ-FCS), Diana Lopez (YDI), Reed Russell (AHCH), Alexandra Paisano (NMCEH), Evelyn Kuhn (Community Rep), Allie Busching (AHCH), Jodie Jepson (Heading Home), Comm Adriann Barboa (BernCo), D’Albert Hall (CABQ-ACS), Dr Jaymes Fairfax-Columbo, Joseph Aranda (HopeWorks?) | |

| Item & Individual: | Discussion/Action |
|--|--|
| Welcome and intros of new participants, Lisa Huval | Lisa Huval welcomed the group and reminded them that Dr Denise Lin, co-chair from UNM, has retired. Dr. Jaymes Fairfax-Columbo will now serve as the UNM co-chair, and he will join the meeting later. |
| Approval of Minutes, Lisa Huval | Motion to approve September minutes was made by Reed Russell and seconded by Alexandra Paisano. Motion to approve passed. |

Updates and Discussions,
Lisa Huval

Lisa Huval shared the agenda and reviewed the meeting's topics

1.) **ABQ Community Safety Dept (ACS):** D'Albert Hall shared a powerpoint presentation "*ACS: The Right Response at the Right Time*". ACS is a third branch of the City's public safety division, with Abq Police Dept and Abq Fire and Rescue, dispatching staff to non-emergency, non-violent 911 calls that are typically but not always behavioral health in nature. Eventually ACS will have its own phone number, but not yet. Calls come in to 911, the dispatcher decides what calls go to them and they currently go through AFR then to them. Comm Barboa asked how the dispatch staff are trained in terms of prioritizing calls. D'Albert Hall said that ACS is in discussion with Dispatch regarding what calls to send to them and what training is needed, since they are a new service. ACS is working with the Dept of FCS to do outreach in homeless encampments; staff in both departments/places, working in coordination. The ACS dept is in a phased approach, adding capabilities as staffing increases. ACS is building relationships with community organizations, because are making referrals and would like to do warm handoffs (but no transporting being done yet). Request for information about how to reach the ACS department – how is the new service being publicized in the community? D'Albert Hall said now being dispatched through 311 or 911 only, but hope to have their own number in future. AHCH/Reed Russell asked for meeting to understand how ACS services relate to theirs – D'Albert Hall said he would call.

Erinn Fraser, member of the public in attendance, introduced herself as a citizen passionate about helping persons who are homeless.

Dr Fairfax-Columbo joined and introduced himself, a forensic psychologist and assistant professor at UNM. The rest of the committee members also introduced themselves.

Jodie Jepson suggested ACS set up a meeting with outreach teams to understand who is doing what, so duplication does not occur. Lisa Huval said that this committee meeting/time could be used to focus on ACS and coordination with Outreach providers – at the least, it will be a standing meeting agenda item; Lisa Huval also suggested ACS bring a couple of case studies to review of when ACS staff helped homeless persons.

2.) **Street Outreach Coordinator:** City will be contracting with First Nations, per Lisa Huval, for the Street Outreach Coordinator position. Contract should be executed in the next couple weeks, then they will hire. Likely a couple months out for position to be in place. The scope largely mirrors the job description this Committee created.

3.) **City Encampment Policy:** Lisa Huval said City is close to finalizing and implementing policy. Sebastian left, so filling the program mgr role. Celina Lopez has moved into a different role. Plus created three new positions. Encampment team should be on board and trained before go live. City does have contract with Heading Home/Street Connect to specifically accept referrals from the City team doing the encampment outreach work.

4.) **Covid 19 Response for People Experiencing Homelessness** – essentially same report as last month, per Lisa Huval. WEHC continues to be open 24/7, serving single adults. Have had some Covid cases there, but WEHC is not closed – can manage outbreaks there with social distancing. While Lisa Huval said there were rumors it was closed, but it was not. There is also a hotel available to allow people who need

| | |
|--|--|
| <p>Wrap Up / Q&A</p> | <p>to self-isolate due to Covid. Alexandra Paisano said that she called WEHC around Sept 13th and was specifically told it would be closed to new admissions for a 2-week period. Lisa said not accurate info and will investigate. In the future, Lisa Huval encouraged committee members to call or email her with questions. Also will research a concern raised about a person turned away by staff because was determined too medically vulnerable. Alexandra Paisano also shared that number of families with children needing shelter continue to increase, with most shelters full – 40 voice mails on a recent day when her office was closed were received. Lisa Huval said the City does operate the Wellness Motel. A nonprofit did reach out to the City with a plan to increase the number of families served through motels, and if the project happens would significantly increase the number of hotel room options for families. She will go back to leadership team to see if more that City can do – also encouraged committee member agencies to consider ways to aid, offer suggestions and proposals. Suggestion made for considering a ‘safe parking’ opportunity.</p> <p>5.) Gateway Center at Gibson Health Hub: sill waiting for decision from zoning hearing examiner whether conditional use approved</p> <p>This meeting will be 4:00 to 5:00 pm going forward, same day of week.</p> |
| <p>Next Meeting: Thursday, Nov 11, 2021</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:**