

Meeting Notes Q & A
Business Leaders Providers Meeting
Progress Update and Input Gathering on Gateway Center
September 20, 2021 | 5:00 pm – 6:30 pm

- I. The Purpose of meeting - To meet with business owners and managers on Gibson Blvd. from Louisiana to San Mateo (within close proximity to the Gateway Center) and share key elements of the operations and administrative plans. To listen to concerns and provide an opportunity for Q & A with City directors and staff.

II. AGENDA - Conducted via Web-Video

Time	Topic	Presenter/Role
5:00 PM	Welcome and Introductions	Facilitator
5:10 PM	Presentation on GWC	FCS Director
5:30 PM	Questions and Answers	Directors and staff from City Departments: Community Safety (ACS), Police (APD), Municipal Development (DMD), Family and Community Services (FCS), Solid Waste (SWD), Parks and Recreation
6:30 PM	Meeting concludes	All

III. Meeting Attendees:

- A. Meeting Participants – Danielle Archuleta, Tani Arness, Scott Benavidez, Nathan Everett, Melinda Frame, Peter Kalitsis, Edna Lopez, Regina Mead, Sandra Perea, Marian Sawyer, Steve Sacco
- B. Facilitator: Erin Engelbrecht, Asst. Chief of Staff; Scribe: Myra Segal, Sr. Policy Advisor; Meeting management: Deb Bazan, FCS Project Coordinator; Presenters/Q&A: Family and Community Services Director Carol Pierce; FCS Deputy Director Lisa Huval; Gateway Administrator Cristy Hernandez; Solid Waste Director Matt Whelan, Municipal Development Director, Pat Montoya; Office of the Mayor - Outreach Specialist Aaron Nieto; Strategic Liaison Alicia Manzano; Transportation Planner Andrew de Garmo; APD SE Commander Johnny Yara; APD Commander Luke Languit; ABQ Community Safety Director Mariela Ruiz Angel; Parks and Rec Director Dave Simon

- IV. A slide presentation was provided by the City of Albuquerque. The presentation provided an overview of the Gateway Center plans for operations and administrative policies that relate to community enhancements, maintenance and safety.

Meeting Notes Q & A
Business Leaders Providers Meeting
Progress Update and Input Gathering on Gateway Center
September 20, 2021 | 5:00 pm – 6:30 pm

V. Question and answer session with meeting participants and City Staff.

1. **Question:** What is the perimeter that will be kept clean by the City?

Response:

A. Solid Waste Department Director Whelan responded that this is an area that the SWD is focused on already and it is regularly cleaned. Illegal dumping is addressed as requested and needed. 

 Additional refuse can come and collect on a call by call basis.

B. Director Pierce confirms that there is a commitment from City Departments (all on this web-video conference) to work in tandem on the ¼ mi perimeter of the Gibson Health Hub (GHH). ACS and FCS positions are designated to respond to encampments, and will provide constructive outreach. As part of this work, FCS and ACS will work together to ensure that encampments are not allowed in ¼ mi radius. In addition, the outreach coordinators will ensure unhoused and others are connected to resources through the ACS Dept.

2. **Question:** Good to see coordination. Is there a way to get consolidated a contact list for our school? We call 311 a lot, would be nice to know who the direct department contacts are.

Response:

A. Director Whelan Solid Waste Dept. states that there is strong coordination with a City working group that involves Solid Waste, Parks and Rec, ACS, APD to address issues in focused areas. He will send an email with contact information.

Director Whelan provided additional info after the meeting as promised:

There are two avenues that can be used to report illegal dumping, homeless encampments or schedule a large item pickup.

- First we encourage residents to report these things through 311 – They will get routed to SWMD and we assign them to the proper division
- Second they can email our clean city's Division and they will coordinate as necessary to get the item resolved. There are two primary contacts for this in our clean city's division: agallegos@cabq.gov and aasanchez@cabq.gov

Meeting Notes Q & A
Business Leaders Providers Meeting
Progress Update and Input Gathering on Gateway Center
September 20, 2021 | 5:00 pm – 6:30 pm

3. Question: Can you explain - is overnight stay component for overnight for one night or is it a long-term stay?

Response:

- A. Lisa Huval: The intention is that a 90-day stay will be offered; but the program will meet people where they are so they may stay for 90 days or less. The goal is to build trust and have a friendly and welcoming place. A 90-day stay can help address needs of our unhoused residents.

There will be a place for first responders to drop off people as applicable. If someone is 'down and out', we do not want to clog hospital emergency rooms or have them go to jail. It is better to get people connected to potential services. With a drop-off by first responders, they may be there a night or two, and may say they are not ready for more time within the program.

It's not endless (permanent shelter), it is a temporary home while they are connected to services and support system with a destination to finding housing.

- B. Cristy Hernandez: stated that the Gateway Center will rely on partnerships with community agencies, and that they will refer people.

4. Question: Resident from Parkland Hills – I fear for my personal safety. District 6 has higher percentage of subsidized housing. We have a larger homeless population than elsewhere in the city. What will the homeless population with (substance use disorder) and mental health problems do during the day, will they go to the liquor store across the street or to the parks and nearby elementary and middle schools, or rob my house while I am at work?

Response:

- A. Director Pierce and Deputy Lisa Huval:
The ideas for the Gateway Center is to ramp up, practices and policies to work in neighborhood and the facility. People will not be required to leave during the day (as is the case with many other shelters). It will be a low barrier shelter as this is best practice to ensure people's needs are being met while providing connections to support services. People can remain there as they may need to meet with providers to receive services. It is also important for people to be out within the community to receive needed services. The City currently works closely with the Veterans Integration Council (VIC). The VIC has a shuttle and they will also add more stops and be connected to the Gateway Center to services within the community. For example, we are aware that the International District has a large number of homeless individuals and we will do coordinated outreach to them.

For those in the program, the residents that are staying at the shelter, they will have everything that they need including meals (serve 3 meals a day) and a bed with a cabinet to store their small personal items. There will be case managers to help them get to resources. They may be

Meeting Notes Q & A
Business Leaders Providers Meeting
Progress Update and Input Gathering on Gateway Center
September 20, 2021 | 5:00 pm – 6:30 pm

out looking for jobs, apartments, to meet with their therapist, to see a doctor, to find child care for their kids.

The Gateway will not be a day shelter, people will not come for meals and then leave. Regarding population, it will be a ratio expected as 100 adults total and likely a proportion based on evidence such as 70 men and 30 women.

- 5. Question:** What model are you using that they are busy during the day and not wandering around? What is successful address to reduce home values or crime – what did you use to research successful model?

Response:

FCS DD Lisa Huval: We looked at Barrett house, and the Albuquerque Opportunity Center, and their models are working well. We also have Wellness hotels serving families experiencing homelessness – and we have learned a lot from that. We plan to keep people and engaged at the center.

APD Commander Yara: I respect your concern, and we hope to have a team for more rapid response for people who live in the general area. The Southeast Problem Response Team will be staffed 7 days a week. You have a concern, and I am glad you voice that. The ACS team will be available during the day when you feel that people walk about and about. Deputy Commander Languit will become the SE Area Commander when I retire from APD in November.

SWD Director Whelan: When encampments pop up throughout areas, we have a real time response from the interdepartmental team to move them out of the area.

- 6. Question** I saw posted on Next Door – that there was a shooting 2 days ago, and people couldn't get a response from APD. There is an empty lot at Katherine and San Mateo – and no movement there for the APD station.

Response:

- A.** APD Commander Yara: We did have discussions about 2 or 3 years ago to have an APD substation built at Katherine and San Mateo, however after a careful thought process, it was determined that it is best to upgrade current substation located at Kathryn and Louisiana. There is a current discussion to have other projects at Katherine and San Mateo such as the Albuquerque Community Safety Department.

In regards to the shooting, that is why we invest in shot spotter. We can identify and detect shots being fired up in the air. If there is no victim, the incident priority gets downgraded. For example if shots are fired only in the air, the priority is then judged differently in dispatch. In my opinion, I've worked in the Southeast Command my entire career, and the Kathryn and Louisiana site it is a better

Meeting Notes Q & A
Business Leaders Providers Meeting
Progress Update and Input Gathering on Gateway Center
September 20, 2021 | 5:00 pm – 6:30 pm

hub for APD because it is in the middle of the International District. We do hope that ACS is placed at Kathryn and San Mateo

- 7. Question:** What are the criteria/standards that individuals and families will have to meet to be in the shelter? Will there be clinical services counseling in place to assist them?

Response:

- A. Cristy Hernandez, FCS: We want to retain a low barrier criteria for the Gateways, and this is so people can receive shelter help when they are ready. We do not want people to use drugs on site.

While clinical counseling is not part of core services, we will have case managers to help people connect to clinical services. There may be some clinical counseling available within the building, such as Zia, and Haven outpatient treatment. Case managers will be able to connect Gateway folks to clinical services both within the Gibson Health Hub and also out of the building. There will be peer counseling on site.

- B. FCS Director Pierce: We expect to build from our current experience with Wellness-2 where we are serving over 300 people. The families sign a guest agreement, which includes how treat each other and others at the facility with respect. We anticipate using the same type of agreement for our guests at the Gateway.

In public health, we use language about people having a medical home where they receive services from people who knows you and your history. Most people unhoused are on Medicaid and help people with connections and with providers. Developing continuity in care is best in the resident's interest for their health in the long-term.

- C. Myra Segal, FCS: At our Wellness-2 program, we have a learning lab for the Gateway. We are learning about the behavioral health clinical services that are needed. We are actively creating partnerships with community agencies and UNM. We are hoping that UNM will provide a site for medical residents and graduate students to offer practicum services on site.
- D. Lisa Huval: It is important to cultivate relationships for clinical support in the community so once housed have support in place and not have to come to the GW to get services. It's in place, might be in GHH, service to access when housed

Meeting Notes Q & A
Business Leaders Providers Meeting
Progress Update and Input Gathering on Gateway Center
September 20, 2021 | 5:00 pm – 6:30 pm

8. Question Glad we will get contact list to call the head of programs. I've had problems in the past, and it's not the same now. A couple years ago in the winter, someone was staying in the bushes nearby and caused fire. Sometimes people don't want to leave – a person on corner in building, said to me he was just waiting for housing - Do they understand the process to get services? Glad that I can call 311, sometimes it's like a bet. Look forward to list w specific #, not that you cure it all,

Response:

A. Director Whelan: Would like for you to know what has been accomplished in the last month between City departments collaborating, Parks and Rec, FCS and ACS are coming together to address issues related to people experiencing homelessness.

Working with planning and zoning, if you give us permission to come on property, can offer services and offer help. If it's considered a hazard we can address quicker. Working together, need business to partner with us and we need permission to be on the property.

A great first step is if you post sign that says no trespassing, that provides us avenue to allow permission to address problem

When contact thru 311 or direct, ACS and FCS offer services, SWMD can clean up

As shown in Q2, Director Whelan provided additional info after the meeting as promised:

There are two avenues that can be used to report illegal dumping, homeless encampments or schedule a large item pickup.

- *First we encourage residents to report these things through 311 – They will get routed to SWMD and we assign them to the proper division*
- *Second they can email our clean city's Division and they will coordinate as necessary to get the item resolved. There are two primary contacts for this in our clean city's division: aallegos@cabq.gov and aasanchez@cabq.gov*

9. Question: People often use Madeira Street - they had broken cars there that they were living in; it took 3 weeks to get people out of there - people were squatting in them. I am glad you took care of it, I called 311 habitually. It creates atmosphere of danger. And this is especially not good for young women to walk to the school.

Response:

Director Whelan: The Solid Waste Dept. works with APD and AFR within the Southeast Area Commend. On Friday, our team visits encampments to offer resources and information. A list is sent to the team to then clean up after encampments

Commander Yara: That's where Albuquerque Community Safety comes into play and Solid Waste Dept. This relieves officers of that duty to have them available for more serious crime.

Meeting Notes Q & A
Business Leaders Providers Meeting
Progress Update and Input Gathering on Gateway Center
September 20, 2021 | 5:00 pm – 6:30 pm

ACS Director Ruiz-Angel: I understand the fear and (as background) I used to live in the neighborhood too. This is what Albuquerque Community Safety Dept. is about - our team are in the field now and we are taking low level emergency calls, so APD can focus on appropriate emergencies. We have 3 units on so far, and we will be operating 24/7 by end of calendar year.

We can focus on efforts in the International District and spend time in neighborhoods to prevent before it becomes a crisis. You will see ACS in the field. Our staff have behavioral health education and training backgrounds, they also have that 'in' with agencies with whom clients may already be connected. No matter what their status, ACS can connect people with agencies and services.

Albuquerque is unique, and models elsewhere don't always work for us. Tucson has great model but may not be a good fit for Albuquerque.

The system for triage to have our team sent out happens with calls to our emergency responder lines. If you have a life emergency issue, always call 911. For lower level non-emergencies, such as "Down and Out" (someone is passed out and needs attention) call 242-2677 (242-COPS) or 311. Mostly our role is to evolve to a new kind of behavioral health responder, and to help people who lower level emergency issues - and this will also help APD and AFR who have burden. Please feel free to reach out to us.

10. Question: Wilson Park has many problems, what about this and other parks?

Response:

Director David Simon: We want to reinforce that we are keeping community spaces safe. We are working harder to invest more in parks within the International District and the areas around the Gateway. We started up a new program to station security officers at Wilson Park at key times during the day. We tested it today and worked well. We will expand to have a positive presence in the neighborhood.

Our next big project will be at Phil Chacon Park. We have similar goals to continue to invest in and improve the USS Bullhead Park. Some of the projects will involve lockable gates, lighting, and security patrols.

11. Questions and Comments: Why was the business community brought in so late to this party? I've had two visits in 2 days and was notified today at noon for a meeting at 5pm. This is the end for our business once the permit goes through. Businesses across the street were never visited or asked, not by Mayor or anyone. All Mayors have visited and he didn't. We are being brought in to save face at the end so you can say had a meeting about it. You have been doing this for months and brought us in the last 4 days (before the permit hearing).

Meeting Notes Q & A
Business Leaders Providers Meeting
Progress Update and Input Gathering on Gateway Center
September 20, 2021 | 5:00 pm – 6:30 pm

Response:

Director Carol Pierce: This meeting is the beginning and not the end. I heard you at our recent conversation with you and that prompted this quick meeting. We have had many meetings for community outreach, including business participants, and thought we could continue discussions specifically with businesses. What is the best timing for these meetings – we would like to know. We understand this is short notice, and wanted to do this after business hours. If you have thoughts about how to work together and how to connect, please let us know

We should continue conversation because we can do better things for community overall. And yes, agree that through the Good Neighbor Agreement, a Committee Advisory Committee is one way.

12. Feedback – is there any way to establish a meeting once every month or two? This flyer was instrumental to get me here. The Gateway will impact a lot of people. People lost business because of COVID too. I cannot just blame you. Until this meeting, I thought you would have beds that released people out into the community during the day. This morning I had someone show up 10am and want money. Appreciate that the police cannot do it without our help.

Director Pierce: If we do a once-a-month listening session, give us a thought for best time of day. Better time than not?

Suggestions:

- Have live meeting at a community center?
- Reach out
- As a school not business I like the 5 or 5:30 pm Monday night time frame and I appreciate the online video meeting
- Try to get more businesses here

VI. Meeting concludes. The presentation is posted on along with notes to cabq.gov/gateway