

Meeting Notes
District 6 Neighborhood and Community Providers Meeting
Progress Update and Input Gathering on Gateway Center Operations Plan
July 26, 2021 | 4:00 pm – 6:00 pm

1. The Purpose of meeting - To share key elements of the draft operations plan which includes feedback from community input meetings hosted by the City on date July 10th by Zoom and July 12th in person at the Gibson Health Hub Education Center.
2. Intended Results - To gather additional information on prioritized components of the Gateway Operations Plan that will continue to help shape the operations plan.

3. AGENDA

Time	Topic	Presenter/Role
4:00 PM	Introductions, History & Overview of GWC	Alicia Manzano
4:10 PM	Presentation on Entry and Exit	Chief Chris Ortiz, AFR
4:20 PM	Ground Rules, Feed Back on Entry and Exit	Maria Wolfe and Erin Engelbrecht
5:15 PM	Presentation on Safety and Security	Lieutenant Matt Dietzel, APD & Paul Rogers, DMD
5:20 PM	Feedback on Safety and Security	Maria Wolfe and Erin Engelbrecht

4. Meeting Attendees:

Zoom Participants – Dr. Peter Belletto D6 President, Commissioner Adriann Barboa, Ryan Kious, Laura Nguyen, Rob Leming Parkland Hills Pres, Tamaya Toulouse Homeless Solutions Committee Siesta Hills, Enrique Cardiel, Karen, Patty Willson

Participants present in the room: Melinda Frame, Homeless Solutions Committee Chair, Parkland Hills; Rachel Baca President Siesta Hills, Sandra Perea President Elder Homestead; Raven del Rio Homeless Solutions Committee, Elder Homestead; Steve Johnson, CEO New Day, Gabriella Chapman, New Day; Sarah Wells New Day.

Presenters and Staff: Maria Wolfe: Facilitator; Erin Engelbrecht: Facilitator; Alicia Manzano, Presenter; Lisa Huval: Subject Matter Expert; Doug Chaplin: Subject Matter Expert; Gilbert Ramirez: Subject Matter Expert; Myra Segal: Subject Matter Expert; Chief Christopher Ortiz, AFR: Presenter; Lieutenant Matt Dietzel, APD: Presenter; Paul Rogers, DMD Security: Presenter; Bobby Sisneros, FCS; Debra Bazan, FCS.

5. A slide presentation was provided by the City of Albuquerque. The presentation provided an overview of the draft Gateway Center draft Operational Plan segments including (1) Entryways and Exits and (2) Public Safety and Security
6. Entry and Exit Section of Operations Plan

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6.1 Question and Answer segment of the Entry and Exit Section of the Operations Plan

- Q: What is expected in regards to people coming into the Gateway Center?
 - A: It is expected that Gateway Center (GW) residents will use a mix of public transit, VIC shuttles, new GW shuttles, and self-transport. A phone number to arrange transport will be available for first responders and agencies to transport people not needing ambulance.
 - A: If GW is full, a provider list with availability around city will inform where transport will take them so they are safe
- Q: Will there be Self-referral?
 - A: City anticipates that people will walk up. If there is an open bed, hope to accommodate them.
 - A: The Gateway Center will be a low-barrier shelter. If screening process identifies that the GW is not an appropriate location to stay, staff will assist finding another location.
- Q: What prevents GW from becoming like Wells Park as a magnet for loitering?
 - A: GW will not provide a day shelter or meals for people who are not staying at the shelter. Agencies around Wells Park offer meals and day shelter services.
 - A: Security will enforce that loitering will not be allowed for people not engaged in services.
- Q: Will there be a Crisis Triage Center?
 - A: No, the GW Center will not provide a Crisis Triage Center.
 - A: A sobering center is planned for the Gibson Health Hub as a separate service from GW.
- Q: I am not hearing “no wrong door”?
 - A: The GW will provide referrals to services not available in the building. In that sense there is no wrong door to gain access to services.
- Q: Can ACS ramp up at same time?
 - A: Current timelines show that ACS will ramp up at the same time as GW.
- Q: If people come to center, are you are looking for change, not for continued addiction?
 - A: The GW will be a low-barrier shelter and will not require guests to commit to substance use services
 - A: The best practice currently is to not mix populations, women, LGBTQ etc may not want to be near folks they feel traumatized by. This will be part of the architectural design process.
- Q: What is meant by “capacity that will be reached?”
 - A: The City continues to research the best practice for capacity including hiring a nationally renowned consultant, going on site visits among others. We acknowledge that we still owe an answer on this topic.
- Q: Clarify culture – Be clear about who able to enter, can they come and go?
 - A: People will be able to come and go with curfew limits to conduct their daily business.

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- A: Vision for the Gateway shelter is that it will be low-barrier, harm reduction approach, meet folks where at, guests will sign agreement to follow rules of behavior, will use best practice to engage folks with achieving self-directed goals, robust wraparound services. People who are not Gateway shelter residents will be encouraged to not loiter on the property.
- Q: How will you differentiate who is loitering and who are residents?
 - Residents will have fenced in outdoor spaces available and will be encouraged to use their outdoor spaces and not need to hang out on the exterior of the facility. Onsite security will be provided 24/7, and will get to know residents

6.2 What do you like about the Entry and Exit Section of the Operations Plan?

Answers from Attendees:

- Not enough detail to respond
- Referrals- show up/ come and go – this is murky
- That it is Client-centered
- Shuttle, though more detail is needed
- People heal best when they feel in control of their healing
- The Gibson facility large enough to accommodate different entryways and exits

6.3 What components need to be clarified about the Entry and Exit Section of Operations Plan?

- Screening process – will problematic past be considered?
- Q: Will sex offenders be ID to neighborhood?
 - A: The Gateway Center will abide by local laws with registering the address of known sex offenders so the neighborhood will have the information using the registry.
- Q: How will GW address folks with troubling history/burned bridges at other shelters?
 - A: The guest agreement of rules will apply to all residents and they will be subject to termination of services if they do not comply.
- New Day youth shelter reps expressed concern about mixing populations. (of adults with youth) and how to protect children and vulnerable populations.
- Q: Will people show up to fill momentary needs, such as food?
 - A: No, the Gateway Center will not be a day shelter nor will it provide meals to non-residents.
- Q: Can entry design result in welcoming fee, less like hospital/institutional?
 - A: We will pass that on to the architectural team.
 - Q: Will loiterers be shuffled out to neighborhood? What will City do to prevent spread to neighborhood?

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- A: City will provide shuttles and bus passes to enable folks to access resources that they request.

7. Public Safety and Security Section of the Operations Plan

7.1 Question and Answer segment of the Public Safety and Security Section of the Operations Plan

- Q: New Day youth shelter reps asked about how a positive culture will be set up at the facility.
 - A: Will work on promoting a sense of ownership of the space for residents. Promote de-escalation. Incorporate crime reduction in the design. Provide 24/7 security. The Public safety focus may look different with emphasis on unarmed response.
- Q: How train for anti-racism and compassion?
 - A: The Crisis Intervention Unit will maintain training that each call is a person, not just “a call”. To avoid burnout, be self-aware of when need a break and need support from others.
- Q: How will you protect safety of whole with mental health challenges?
 - A: APD/ACS/City Security and onsite 3rd party security will have well defined roles and be trained on best practices to de-escalate.

7.2 What do you like about the Public Safety and Security Section of the Operations Plan?

Answers from Attendees:

- Good Neighbor Agreement
- Neighborhood Advisory Committee
- Crisis Intervention Unit involved in training officers assigned to the area
- Intentional about balance between relationship and safety and accessibility
- ACS available in 2022
- Road Audit and attention to pedestrian safety
- Better lighting and design to reduce speeding
- Appreciate knowing the attitude by APD of who neighborhood folks are that do not need to be arrested
- Yes to family inclusion

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7.3 What components of the Safety and Security Section of the Operations Plan need to be clarified?

Attendee Responses:

- Is the Good Neighbor Agreement between the City and the neighborhood and/or with providers contracted in the Gateway Center and Gibson Health Hub
- How can we make the Good Neighbor Agreement legally binding?
- Would like more details on the Neighborhood Advisory Committee
- Plan for input meeting with business
- Is there a plan if traffic leaves Gibson and goes into neighborhoods – will there be traffic control strategies in neighborhoods such as speed bumps and other measures?
- Will there be remediation in neighborhoods?
- Culture that Gibson Health Hub is a destination to move forward
- Guests given responsibility to support culture of safety and share norms.
- Collaboration with the neighborhood
- Add Gateway Center residents and Alumna to the Neighborhood Advisory Committee
- Use restorative justice approach to respectfully engage with those who live outside who are also part of our community
- Built bridges with folks with mental health challenges