



Coordinated Street Outreach (CSO) Committee
3:30 – 5:00 pm
November 5th, 2020
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: Xochitl Campos Biggs (CABQ-FCS), Commissioner James Collie, (Bernalillo County), Dr. Denise Lin (UNM)
Attendees: Xochitl Campos Biggs (FCS), Commissioner James Collie (BernCo), Dr. Denise Lin (UNM-Psych), Sam Sisneros (New Day), Celina Lopez (CABQ-FCS), Kevin Arthun (NMCEH), Rachel McHugh (Rape Crisis), Sebastien Adamczyk (CABQ-FCS), Charlie Verploegh (BernCo), Tina Kachele (Abq Monthly Meeting AMM Quaker Friends), Kristina Perea (UNMH), Dolores Gomez (BCBS NM), Alex Tibble (Agora), Carol Brusca (Heading Home), Christine Barber (StreetSafe), Laura Norman (CABQ Consultant), Lisa Huval (CABQ-FCS), Brie Sillery (NMCEH), Adriann Barboa

Individual:	Discussion: Needs /Gaps
Welcome and introductions Commissioner Collie and Denise Lin, Xochitl Campos Biggs	<ol style="list-style-type: none"> 1) Co-Chairs: Xochitl Campos Biggs (DFCS), Commissioner James Collie, (Bernalillo County), Dr. Denise Lin (UNM) welcomed participants. Introduction was made by Laura Norman, CABQ Consultant, who will be take minutes and providing administrative committee support going forward. 2) Approval of Minutes added to agenda, and Public Comment for 10 minutes, 3:38 to 3:48 pm, per Xochitl Campos Biggs
Approval of minutes	3) Minutes of October 22, 2020 were approved.

<p>Public Comment</p>	<p>The floor was opened and Tina Kachele with Quaker Friends was recognized. She asked how to participate in the Thursday morning strategy meetings, at which Carol Brusca of Heading Home offered her email (carolB@headinghome.org) and indicated that she just needs to reach out to be added to the list. Second, Tina asked about the City’s plans for warming stations in the future during cold weather, perhaps using community centers. Lisa Huval responded that the City’s focus as been on providing safe, staffed shelter through hotels – particularly with the additional challenge of Covid. City community centers are currently active, hosting youth programs. Third, Tina shared that she heard from community members that there was an incident during the recent severe weather at the old bus station on Yale; people sheltering there were removed, assaulted and had their belongings removed. Commissioner Collie asked who would be the correct person/agency to follow up on this allegation, and transit security or APD were suggested. It was noted that this committee’s role is to connect people with the person/agency that can address such issues directly when they arise. Another recommendation to reach out to the Civilian Police Oversight Committee was made.</p>
<p>Review of ongoing efforts to roll out High Level Strategies</p>	<p>Moving out of Public Comment portion of the meeting, Xochitl Campos Biggs expressed appreciation for the groups coming together through this committee in a spirit of collaboration to serve some of the City’s most vulnerable people. She framed the committee’s next task as how to roll out its high-level strategies. There was discussion regarding how a single position (Outreach Coordinator) became a high-level strategy. It was through conversations with providers; several gaps were identified, one being central coordination of existing outreach services – to facilitate and connect the outreach work being done already. Commissioner Collie pointed to the issues of a need for enhanced response coordination for persons with mental illness, as well as an identified gap in services afterhours and on weekends. The thought was these could be addressed by a coordinator as well. Lisa Huval asked the group develop the idea and move forward, asking the group to think in terms of outcomes, specifically what do we expect to see from this? When the job description and position goals are in a more detailed form, can run it by people who do direct street outreach for feedback.</p> <p>Xochitl Campos Biggs referenced the Coordinated Street Outreach Provider Agreement, which builds off the work that this group has been doing – another high-impact strategy. It is to be reviewed every six months, recognizing that the environment (Covid, funding) is ever-changing. Today, we should think from the perspective of a job description for a person, or even a team. What do we hope a street outreach coordinator can accomplish for our community? What gaps can they fill? What do we expect to see in one year?</p> <p>Lisa Huval shared screen and began capturing the brainstorming discussion live.</p> <p>Richard Russell this person would be a pipeline to the City for agencies providing outreach; a liaison to the agencies doing outreach. Not someone who tells us how to do outreach or what to do; a firewall needs to remain in place.</p> <p>Charlie Verploegh encouraged internet research for other job descriptions of a similar nature, to capture what other communities that have done this already learned. Also recommended that this person has experience or is embedded in an outreach agency so can be an advocate and a connector.</p> <p>Lisa Huval confirmed that the City’s and this Committee’s vision is that this is not a City or County position. Would be housed within a nonprofit provider.</p>

Dr. Denise Lin asked who the Agora hotline fit in and whether this person/team might be housed within the hotline. Also mentioned that rotating staff for night coverage would be valuable.

Alex Tibble with Agora homeless assistance line (768-help) thought Dr Lin's idea was interesting but wasn't sure how that might look. They are currently disconnected from direct care. They do receive calls requesting street outreach and then work with agencies such as AHCH, HopeWorks; can be difficult to get a quick response due to their high volume of requests/needs.

Kevin Arthun mentioned the issue of outreach providers being dispatched then being unable to find the person. Alex Tibble concurred; third party callers may reach out to try and assist, but the person being called about may be unaware that outreach is being sent to them.

Rachel McHugh mentioned that their hotline is specific to sexual violence and trafficking, so when they do go into the field it is often to scenes or hospitals where staff need strict protocols.

Adriann Barboa suggested working with the people closest to the ground as this position/team description is crafted. This coordinator should be in service for the organizations actually doing outreach, filling identified gaps.

Outreach with young people can look different, reminded Sam Sisneros. The 18 to 24 year old population, while legally adults, can be closer to youth developmentally. Outreach coordinator would need to understand how to navigate youth and young adult services. Youth is one of many 'subgroups' served in the work of street outreach.

Lisa Huval offered example where an outreach coordination might have saved time and resources for multiple agencies: during the recent storm, a man was camping in an area that attracted several calls. Sebastien Adamczyk was contacted too and went to speak with him, where it did sound like several outreach providers had already responded prior to him. Important to connect people to the right outreach provider at the right time.

Carol Brusca referenced the text thread that the Thursday morning group started as a sample of what it might look like if we had a coordinator; can learn much from this informal process.

There was discussion of dispatch and whether this person/team would do; and there was consensus that dispatch was not the role.

The HMIS system already designates a lead agency for an individual when multiple agencies are involved in their services. Kevin Arthun reminded that this information is available and can be accessed.

Moving from tasks to qualities, the group offered the follow for this person/team:

- experienced person familiar with systems
- HMIS access
- excellent communication and facilitation skills
- experience doing street outreach
- experience coordinating networks

	<p>-timing; available outside 9 to 5? This is where the team concept vs single coordinator makes more sense logistically</p> <p>-understand different population needs and the agencies that fit for each <i>(Lisa/Xochitl captured a more detailed list in real time, through Shared Screen and typing into a Word Document)</i></p> <p>The group agreed that after hours coverage would be good, but the follow up question was posed – if there aren't services available/open late, what would this person actually do then?</p> <p>Christine Barber reinforced the importance of understanding differing needs by population, children/female/trans/more. She offered a statistic that reminds of the complicating factor of Covid, now and likely into the future: StreetSafe has done street outreach with 175 people in the last week, and 43% of those had covid like symptoms.</p> <p>High utilizers, veterans, substance use, domestic violence victims, mental illness, sex offenders – other subgroups to keep in mind.</p> <p>The job description could be tested with a group of outreach workers, along with real scenarios, to see if this person/team existed what the effectiveness would be.</p>
1) Next steps:	Next Meeting: November 19th.

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:**