



**Coordinated Street Outreach (CSO) Committee**  
**3:30 – 5:00 pm**  
**December 3rd, 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.

<b>Co-Chairs:</b> Xochitl Campos Biggs (CABQ-FCS), Commissioner James Collie, (Bernalillo County), Dr. Denise Lin (UNM)
<b>Attendees:</b> Xochitl Campos Biggs (FCS), Commissioner James Collie (BernCo), Dr. Denise Lin (UNM-Psych), Sam Sisneros (New Day), Celina Lopez (CABQ-FCS), Kevin Arthun (NMCEH), Sebastien Adamczyk (CABQ-FCS), Carol Brusca (Heading Home), Christine Barber (StreetSafe), Laura Norman (CABQ Consultant), Charlie Verploegh (BernCo), Lisa Huval (CABQ-FCS), Jodie Jepson (Heading Home), Kevin Santry (AHCH), Buck Sanchez (NMPCA), Rachel McHugh (Rape Crisis Ctr of CNM), Isaiah Curtis (CABQ), Matthew Tinney and Josh Brown (APD), Jessica Delgado (Hopeworks)

<b>Item &amp; Individual:</b>	<b>Discussion: Needs /Gaps (EDIT THIS LINE????)</b>
Welcome and intros of new participants Comm Collie; Minutes approval and Public Comment Xochitl Campos Biggs	<ol style="list-style-type: none"> <li>1) Co-Chair Commissioner James Collie, (Bernalillo County) welcomed all and thanked for participation. Guest presenters Acting Lieutenant Matthew Tinney and Commander Josh Brown both from APD were introduced.</li> <li>2) Minutes of 11.19.20 were approved.</li> <li>3) Public Comment – Isaiah Curtis, Native American Homelessness Liaison for the City, had sent an email with a topic he wanted to bring before the committee and get feedback. The City has \$50k available in One ABQ funds, and city</li> </ol>

<p>Descrip of HCC's process</p>	<p>departments are putting in requests/proposed uses. His recommendation is three-pronged: for motel vouchers for those who are trying to access shelters or assisted living facilities but need to be quarantined/have a safe place to live temporarily; also provide transportation vouchers or services for those experiencing homelessness during this pandemic; and provide hot meals, sleeping bags, jackets and other cold weather items. Dr. Denise Lin encouraged that those experiencing psychiatric emergency be considered when those vouchers/services are being distributed.</p> <p>Kevin Arthun who wanted to discuss the overall goals of the committee, in reply Xochitl Campos Biggs pointed back to the City/County/UNM collaborative which is working together to find solutions related to supporting people experiencing homelessness. Their HCC (Homeless Coordinating Council) separated the issues into focus areas, and this committee's charge was to focus on Coordinated Outreach to identify needs/gaps and the potential solutions. Kevin Arthun had sent a memo to the co-chairs asking about all the process steps from beginning to end. Prospective end dates and allocation of funding were topics Kevin raised, but Xochitl Campos Biggs and Comm Collie pointed out that there is no established end date, and no funding now. This is a dynamic problem-solving process and many of the answers to questions Kevin posed are unknown at this time.</p> <p>Kevin Santry asked if this meeting is where questions can be brought that are raised from the morning providers' outreach meeting. Jodie Jepson supported this query and said there are critical outreach needs now, such as how to access the covid hotels. People who are doing the frontline, on-the-ground work need this information and other similar real-time information. <u>Xochitl Campos Biggs will resend the emails she had sent out recently with information.</u> Christine Barber supported the need to have a forum for real-time outreach problem solving. <u>Lisa Huval also to send a one-page detail sheet she created on how to get people into the isolation hotels, as the feedback from the providers in the meeting was that this process is not working smoothly for all.</u> Along with Xochitl and Lisa resending their guidance documents to the service providers, <u>they will meet after to review what is not working and make improvements.</u> Xochitl provided contact info for PPE and isolation hotels in the chat box too. Commissioner Collie added that he thought that this coordination issue was on-topic and points to the gap in street outreach that this committee seeks to improve.</p>
<p>APD Data/travel to MDC and hospitals; Specialty downtown unit; Breaking down 24 hr periods to better understand need</p>	<p>4.) Commander Josh Brown from Albuquerque Police Dept shared that he was here today to address the questions raised last meeting about the needs and volumes of transports/calls, on evenings and also weekends. Current data does not allow for tracking by whether a person is experiencing homelessness. They do not have hard data on how many people in this category are transported, or when, by APD. They have codes for transport to the WEHC, Hospitals, Jail, and they are tracked by type of call – medical, down-and-out, etc. But no specific identifier regarding homelessness. APD's concern about adding a code is that the codes are geared toward criminal tracking. Do not want to have a connotation of criminal issues where there is none.</p> <p>Acting Lt. Matthew Tinney shared that he works in the downtown unit and does more traditional community policing than in some sectors. He shared that data is gathered on behavioral health transports and their homeless status, but is not totally accurate</p>

	<p>because it is an additional form and not an automated process. He estimates a majority of the calls received in the downtown area are about homelessness, but not criminal in nature. In his previous duty in a different ABQ sector, he had many fewer calls.</p> <p>How can data be captured, so can also measure impact of improved coordination of street outreach? Jodie Jepson shared that their agency is working with Synchronys, the Health Information Exchange for NM. Is there a way to create an identifier across systems to capture this information? The group consensus was that this data gathering and need to measure impact is a gap. Discussion followed on how a solution may look – use Synchronys more broadly? Where does HMIS fit? <u>Jodie will send the contact information to Xochitl later for Synchronys.</u> The crisis intervention unit is coordinating with AFR on high utilizers currently – maybe they have guidance on how to collect the data. Also the County’s Community Connections unit may have helpful information to share.</p> <p>Lisa Huval summarized for addition of this to the matrix of high impact strategies: <i>Using technology and data to better coordinate and measure impact of outreach efforts.</i> Then asked what the concrete action steps to move this forward were. Look at other communities? Synchronys potential to meet this need? Will have this committee’s information in a matrix for next meeting so can more easily track action steps, timelines, and lead entities.</p> <p>To gather input from line staff doing outreach, Lisa Huval would like to piggyback on an existing meeting and bring the committee matrix/request for feedback in personal way.</p> <p>Comm Brown reiterated the importance of not associating homeless status with criminality in the desire to gather data. <u>APD will be added to invitation list for future meetings,</u> per Commissioner Collie, should their schedules allow them to attend.</p>
Next steps:	<b>Next Meeting: December 17th.</b>

**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:**