



**Coordinated Street Outreach (CSO) Committee**  
**4:00 to 5:00 pm**  
**November 18, 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.

<b>Co-Chairs:</b> Dr. Jaymes Fairfax-Columbo (UNM), Adriann Barboa (BernCo Commissioner), Lisa Huval (Dep Dir, CABQ-FCS)
<b>Attendees:</b> Christine Barber (StreetSafe), Laura Norman (CABQ Consultant), Lisa Huval (CABQ-FCS), Diana Lopez (YDI), Reed Russell (AHCH), Allie Busching ( AHCH), Erica Gutierrez (CABQ-ACS), Dr Jaymes Fairfax-Columbo, Joseph Aranda (HopeWorks), Celina Lopez (CABQ), Henry Santiago (Centro Savila), Loren Ortiz (Centro Savila)

Item & Individual:	Discussion/Action
Welcome and intros of new participants, Lisa Huval	Motion to approve October minutes was made by Reed Russell and seconded by Joseph Aranda. Motion to approve passed.
Approval of Minutes, Lisa Huval	a.) <i>Free transit fare:</i> Starting January 1, all bus riders in ABQ free. There is some concern within the community, anticipating that people who are homeless may over-utilize bus systems. Could street outreach providers do increased outreach at end of the bus lines? Lisa Huval will have list of these stops and will be reaching out directly to service providers later. There were questions regarding what type of ID will be required to ride, and what hours will the free rides be

Updates and Discussions,  
Lisa Huval

Wrap Up / Q&A

available? Lisa Huval will follow up with Transit Dept and provide answers to this Committee.

- b.) *Street Outreach Coordinator*: One of this Committee's priorities was to create a street outreach coordinator position. The contract for this was just executed with First Nations. The scope of work aligns closely with the thinking of this committee. When coordinator is hired, that coordinator will be part of these meetings.
- c.) *City Encampment Policy*: It is finalized but have been awaiting staff hires and training before implementing. Should be in effect next week, since 4 out of the 5 staff are hired. This will be posted on the City's website. Christine Barber asked whether the APD policy / Standard Operating Procedures are also finalized. Lisa Huval would find out and let Committee know. Also, Christine Barber asked about the grievance process, and Lisa Huval said that this is in the document now. For next meeting, the Public Outreach Program Manager will be asked to attend.
- d.) *Gateway Center at Gibson Health Hub*: Conditional Use Permit has been approved, and the appeal period expires today. City is working with architect to design space. Working on an RFP for organization(s) to operate the shelter. There will be meetings with service providers and persons with lived experience on design. Once fully operational will house 100 single adults (men and women) and 25 families with kids. Question was asked about how people get in, and Lisa Huval said it will be primarily through referral through community partners. Average length of stay targeted for 90 days with goal of transitioning into other housing within that 90 days. Will differ from WEHC several ways, with design and services based on best practice. Goal to begin first phase of operations by late 2022. Medical respite is a separate service/component being discussed for the Gibson Health Hub. Dr Fairfax Columbo asked about a clear continuum to avoid a wait list for Gateway Center, as people will likely prefer this to WEHC; positioning and framing will be important as to where the Gateway fits on the continuum. Lisa Huval said that Gateway Center intends for guests to exit into housing options, freeing beds for others; not sure what the flow will look between WEHC and Gateway yet. Reed Russell mentioned the challenge of finding affordable housing, including wait lists when people do find, to which Lisa Huval indicated that this is a real issue community partners will need to address together.
- e.) *Albuquerque Community Safety Dept*: Erica Gutierrez is here today in D'Albert Hall's absence. She shared contact info and encouraged service providers to contact her if needed.
- f.) *Covid 19 response for persons experiencing homelessness*: Lisa Huval reported that there is an increase of Covid within those who are homeless, just like within the general population. The WEHC continues to do Covid screening, testing, isolating. One hotel continues to be operated with the State for safe isolation; Lisa Huval sent Committee the info on how to access this about a month ago. Christine Barber asked about capacity at the wellness motel, to which Lisa Huval clarified that the Wellness Motel for Families is not Covid-focused and is at or close to capacity typically. The other motel is for Covid and ebbs and flows in terms of capacity due to Covid/need.
- g.) *Updates from the Field*:
  - Christine Barber asked Erica Gutierrez how the ACS program is going, how many calls being received, etc. Erica Gutierrez said that Since Sept 1st, 672 calls received; staff is being doubled by January. Will be expanding hours to 8 pm on weekdays plus adding weekend hours. 12 calls a day on average. She said email

	her, or call 311, for the ACS Dept services – please don't call 911 unless absolutely necessary. -Reed Russell shared reminder that AHCH has a pharmacy. Tuesday 9 to 11 doing Covid shot clinics; and flu shots available M-Th.
	<b>Next Meeting: Thursday, December 9 , 2021</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:**